

# ServiceNow Insights to Action

## ServiceNow Demo Setup Guide

Margaret Shoptaw  
Solution Architect, ServiceNow

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## Introduction

### Scenario Overview

This document is intended to assist you in developing an Insights to Action use case where a data lake or some other analytical system (System of Insight) recognizes an issue based on incoming data and passes information to ServiceNow so that action can be taken (System of Action).

In this document we'll be using an example use case of an aquarium at a pet store that is reporting statistics (e.g. PH, salinity, temperature, etc.) to our System of Insight. The System of Insight records the incoming IoT device information and identifies any issues with the aquarium based on the incoming data. When an issue is identified, the System of Insight sends a web service call to ServiceNow which creates an incident and assigns it to an agent to work.

This configuration is flexible for many scenarios, you will just need to know the JSON payload of the web service call and how you would like that information to appear in the incident record. The aquarium example should provide a good example of how you might implement Insights to Action in your environment.

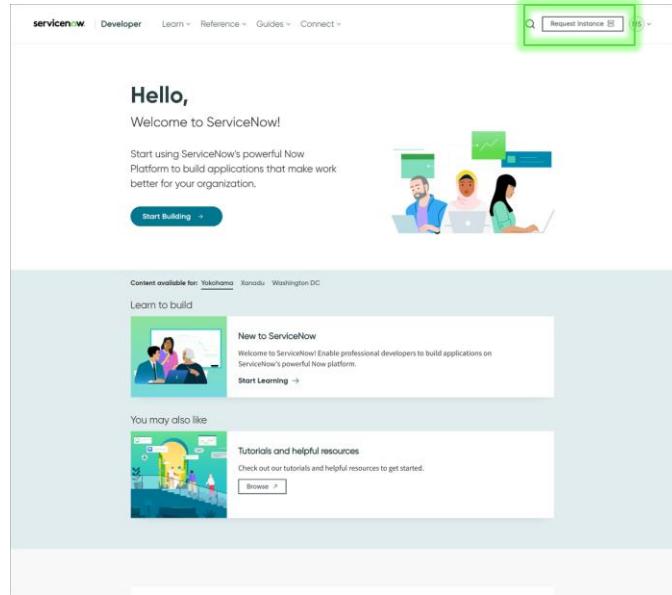
### Pre-Requisites

- Go to <https://developer.servicenow.com> and sign up for a free developer account.
- You must have a method for sending a JSON payload via REST POST to ServiceNow. This can be from your System of Insight or a simple tool like Postman.

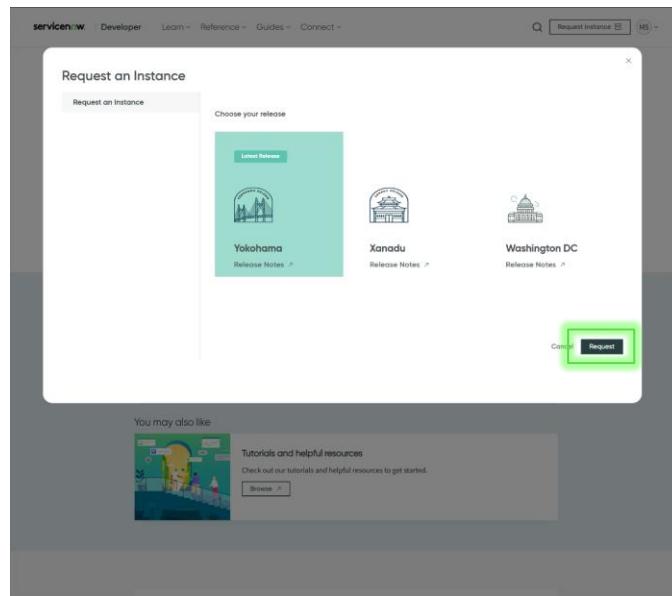
## Request a Personal Developer Instance (PDI)

You may use this instance for as long as you would like. However, instances not accessed for 10 days are reclaimed. If your instance is reclaimed, you lose all your configuration and customizations. You can request a new one at any time and it will be a fresh, out-of-the-box instance.

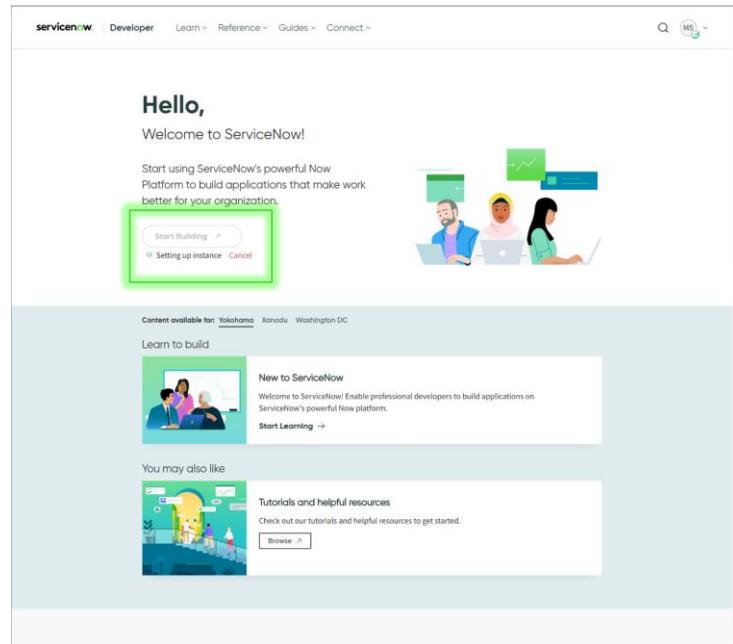
- Go to <https://developer.servicenow.com> and click on the **Request Instance** button.



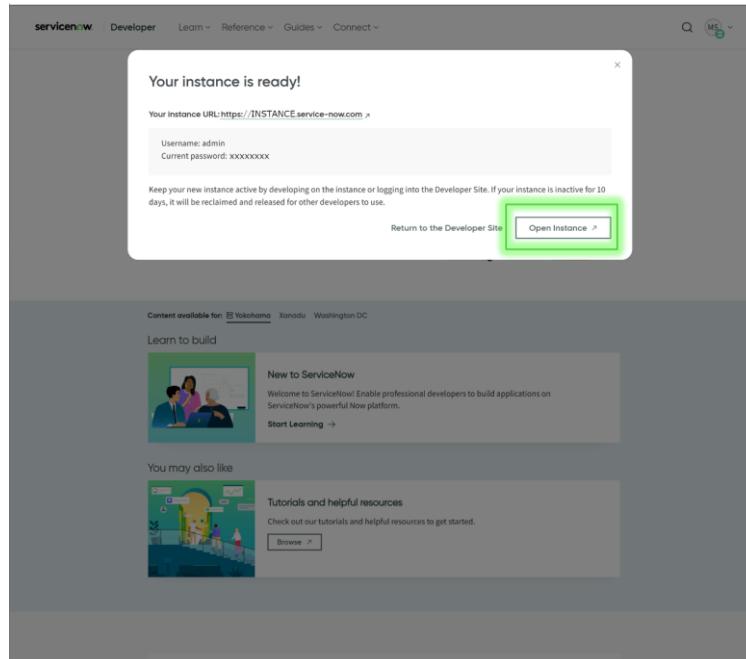
- Select the latest release and press **Request**



- Wait for the instance to be provisioned

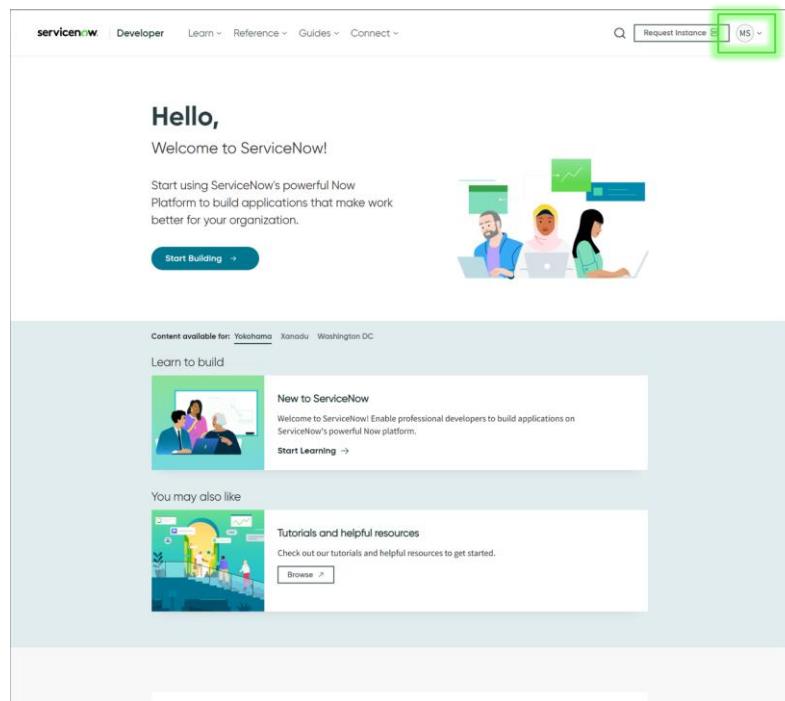


- When the instance is ready, click on the **Open Instance** button, which will open your new instance in a new browser tab. Note your instance URL, username and password if you want to be able to go directly to the instance in the future. You can always get back to the instance from <https://developer.servicenow.com>, by pressing the **Start Building** button.

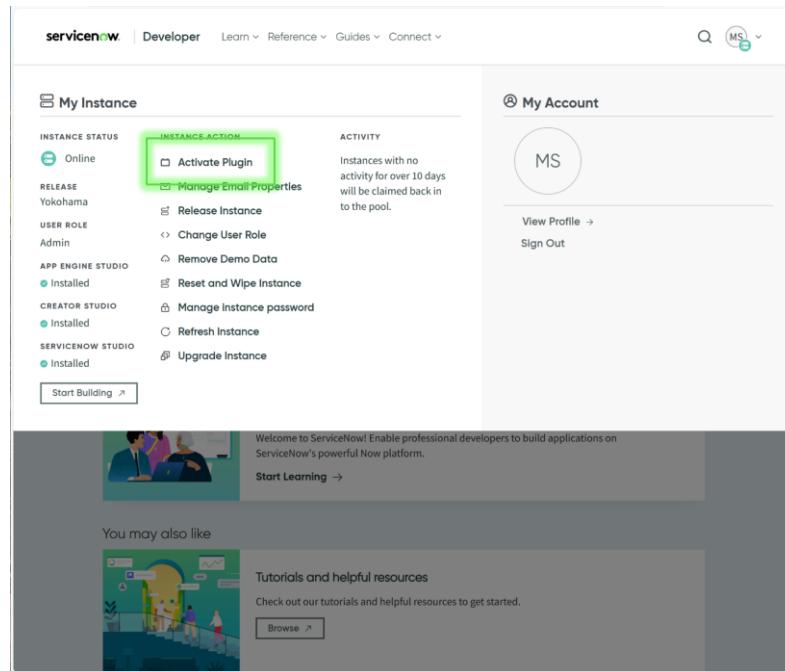


## Install Plugins

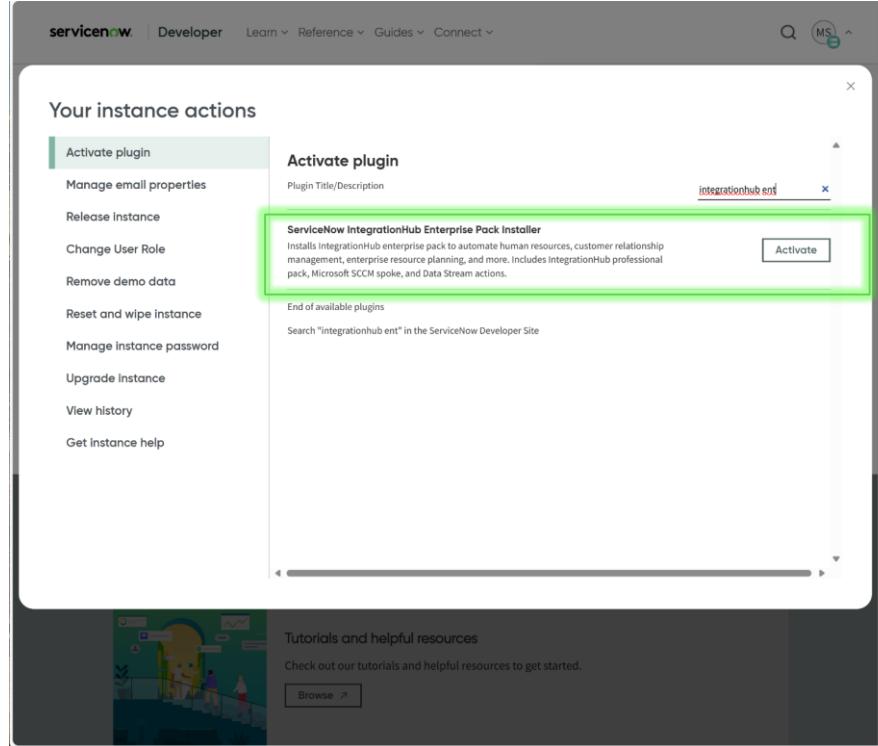
- Navigate back to the developer.servicenow.com tab in your browser and click on the profile circle at the top with your initials in it.



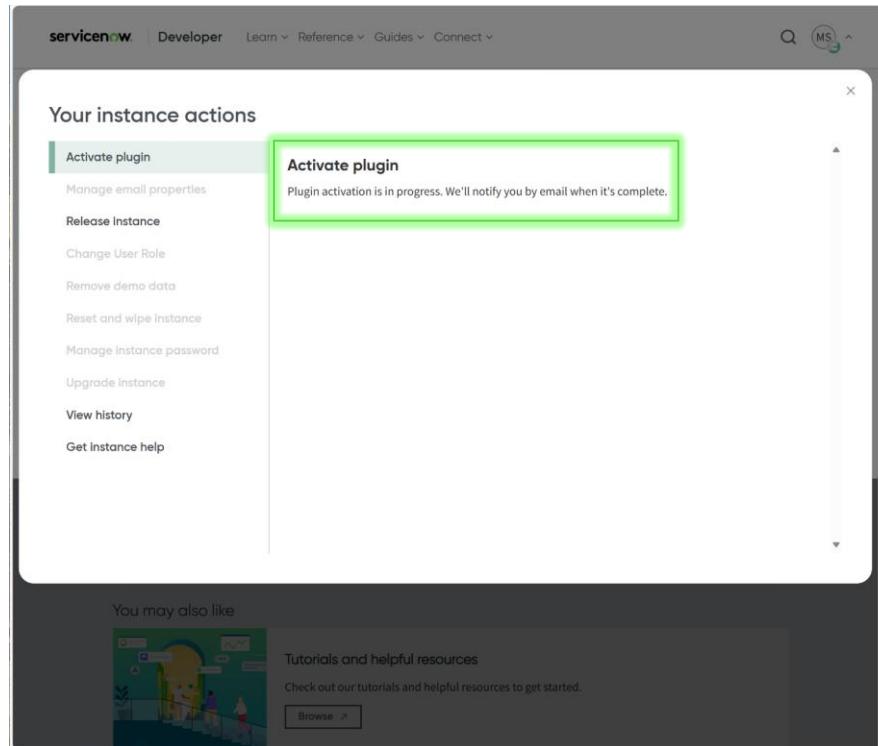
- Click on **Activate Plugin**



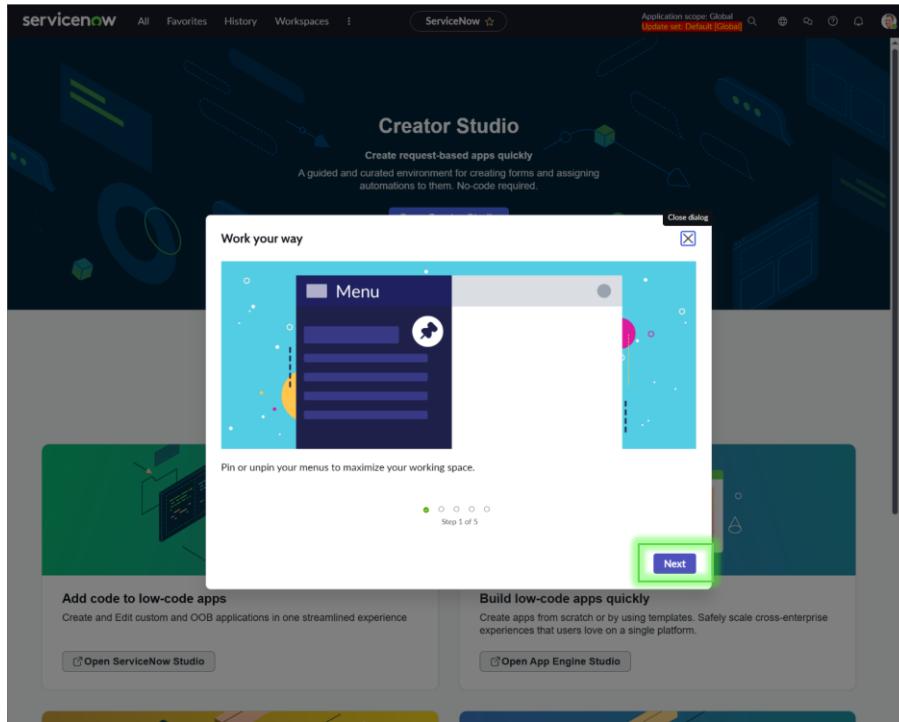
- Search for “**IntegrationHub Enterprise Pack Installer**” and press the **Activate** button.



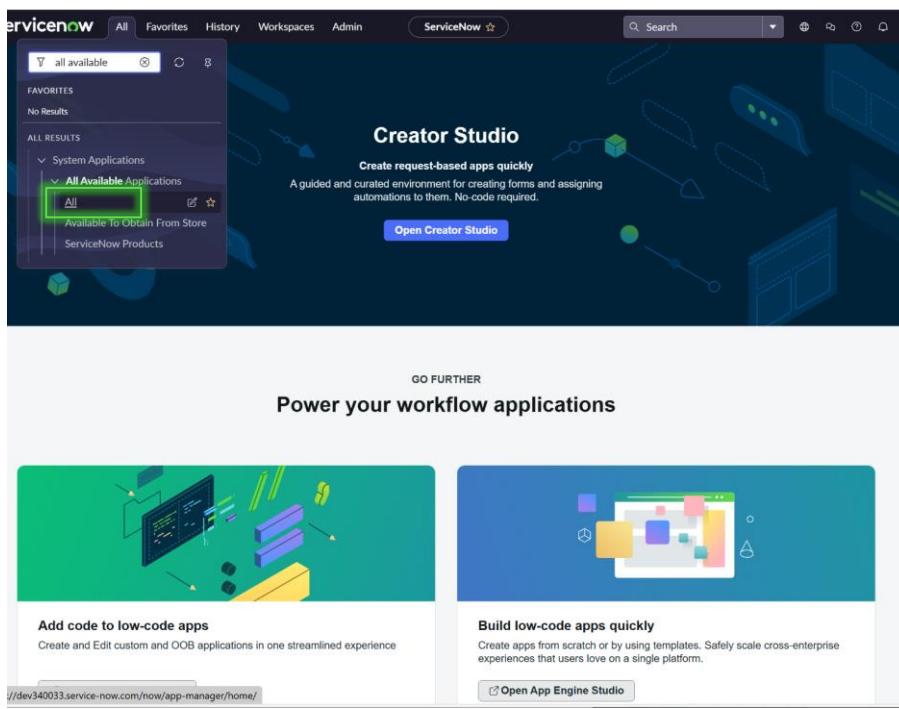
- Wait for an email notification that the plugin was successfully installed.



- Navigate back to the browser tab with your PDI. Click **Next** to advance through the steps of the tour and dismiss the modal.



- Click on **All** in the top menu and type **all available** in the search box. This is called the **filter navigator** in the remainder of the document. Choose **System Applications → All Available Applications → All**.



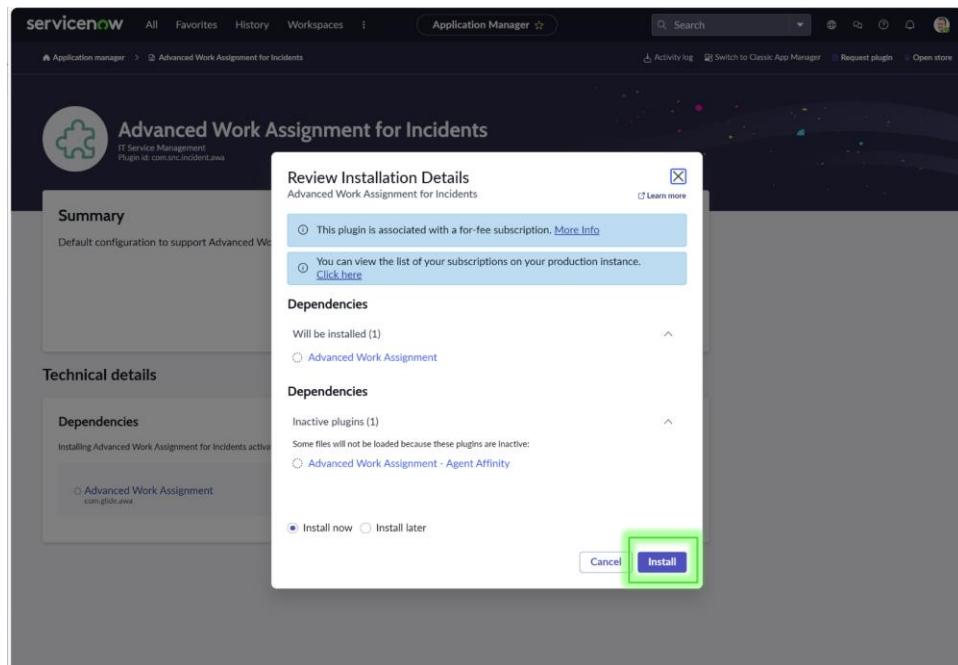
- Search for “**advanced work assignment for incidents**” and choose **Advanced Work Assignment for Incidents** under Family Plugins.

The screenshot shows the ServiceNow Application Manager interface. The search bar at the top contains the text "advanced work assignment for incidents". Below the search bar, there are three tabs: "Available for you (1)", "Updates", and "Installed". The "Available for you (1)" tab is selected. On the right, there is a message: "Showing results for 'advanced work assignment for incidents'. If the application and plugin is not listed below try syncing with store." Below this, it says "Last sync with store May 1, 2025 08:49:47" and there are "Sync now" and "Sort: Recently released" buttons. The main content area is titled "Family plugins (1)" and lists "Advanced Work Assignment for Incidents" with a brief description: "Default configuration to support Advanced Work Assignment for Incident". A green box highlights the search bar and the plugin listing.

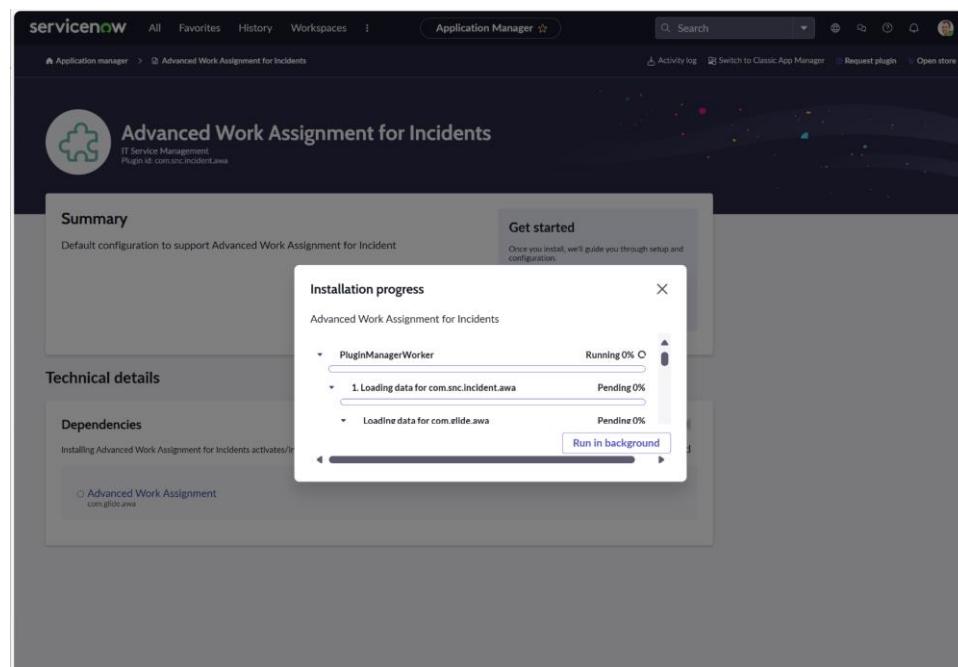
- Click on the **Install** button.

The screenshot shows the ServiceNow Application Manager interface for the "Advanced Work Assignment for Incidents" plugin. At the top, there is a breadcrumb navigation: "Application manager > Advanced Work Assignment for Incidents". The main title is "Advanced Work Assignment for Incidents" with a subtitle "IT Service Management" and a plugin ID "com.snc-incidentawa". Below the title, there are two sections: "Summary" and "Get started". The "Summary" section contains the text "Default configuration to support Advanced Work Assignment for Incident". The "Get started" section has a "Install" button, which is highlighted with a green box. In the bottom left, there is a "Technical details" section with a "Dependencies" table. The table shows one dependency: "Advanced Work Assignment" with a status of "Installed". A green box highlights the "Install" button in the "Get started" section.

- Click on the **Install** button.



- Wait for the installation to complete.



## Create Foundational Data

You will be creating some items related to your specific use case: (1) a user for the incident to be based on (2) a service about which an incident can be created and (3) a configuration item for the incident. The examples in this section are based on the aquarium use case mentioned in the Introduction.

- Go to the filter navigator and search for and choose **All → User Administration → Users**.

State	Installed from	Created	Created by	Parent	Batch Base
In progress		2025-04-02 10:41:58	system	(empty)	(empty)
In progress		2025-05-02 04:02:21	system	(empty)	(empty)
In progress		2025-04-02 08:59:00	system	(empty)	(empty)
In progress		2025-04-02 10:41:08	admin	(empty)	(empty)
In progress		2025-05-02 05:37:43	admin	(empty)	(empty)

- Click on **New**.

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-04-30 10:26:37
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-04-30 10:26:41
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-04-30 10:26:31
aleen.mottern	Aleen Mottern	aleen.mottern@example.com	true	2012-02-17 19:04:49	2025-04-30 10:26:38
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-04-30 10:26:33
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-04-30 10:26:41
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-04-30 10:26:43
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-04-30 10:26:32
alissa.mounjoy	Alissa Mounjoy	alissa.mounjoy@example.com	true	2012-02-17 19:04:52	2025-04-30 10:26:38
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-04-30 10:26:42
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-04-30 10:26:41
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-04-30 10:26:31
alva.pennington	Alva Pennington	alva.pennington@example.com	true	2012-02-17 19:04:50	2025-04-30 10:26:44
alyssa.biassotti	Alyssa Biassotti	alyssa.biassotti@example.com	true	2012-02-17 19:04:52	2025-04-30 10:26:33
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-04-30 10:26:41
amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-04-30 10:26:37
andrew.jackson	Andrew Jackson	andrew.jackson@example.com	true	2013-07-23 17:34:44	2025-04-30 10:26:38
andrew.och	Andrew Och	andrew.och@example.com	true	2025-04-01 09:45:02	2025-04-30 10:26:39
angelique.schermerhorn	Angelique Schermerhorn	angelique.schermerhorn@example.com	true	2012-02-17 19:04:53	2025-04-30 10:26:38
angelo.ferentz	Angelo Ferentz	angelo.ferentz@example.com	true	2012-02-17 19:04:53	2025-04-30 10:26:38

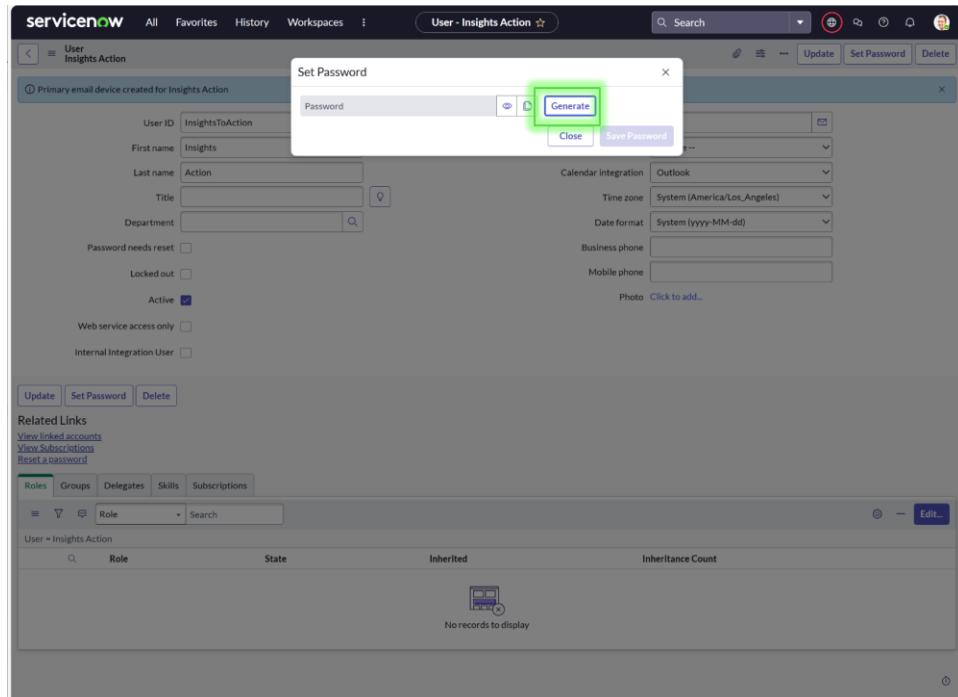
- Enter a User ID, First and Last Name. **Right-click** on the record header and choose **Save**.

The screenshot shows the ServiceNow interface for creating a new user. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'User - New Record'. On the left, there's a sidebar with 'Related Links' for 'View linked accounts' and 'View Subscriptions'. The main content area contains a form with fields: 'User ID' (set to 'InsightsToAction'), 'First name' (set to 'Insights'), 'Last name' (set to 'Action'), 'Title' (empty), 'Department' (empty), and checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. To the right of the form is a configuration panel with options like 'Save' (highlighted with a green box), 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', 'Reload form', 'Email', 'Language', 'Calendar integration', 'Time zone', 'Date format', 'Business phone', 'Mobile phone', and 'Photo'. A 'Submit' button is at the bottom left of the form.

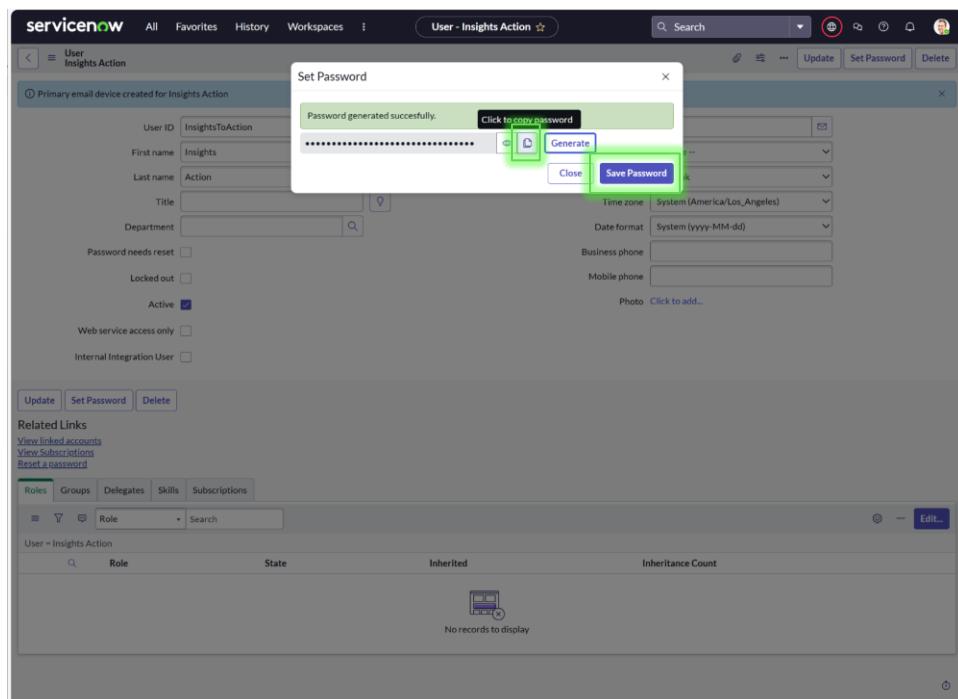
- Click on the **Set Password** button.

This screenshot shows the 'User - Insights Action' page. The top navigation bar and search bar are similar to the previous screen. The main title is 'User - Insights Action'. The configuration panel on the right includes 'Update' (highlighted with a green box), 'Set Password' (highlighted with a green box), and 'Delete'. Below the configuration panel is a 'Related Links' section with 'View linked accounts' and 'View Subscriptions'. At the bottom of the page is a 'User - Insights Action' table with columns: Role, State, Inherited, and Inheritance Count. The table currently displays 'No records to display'.

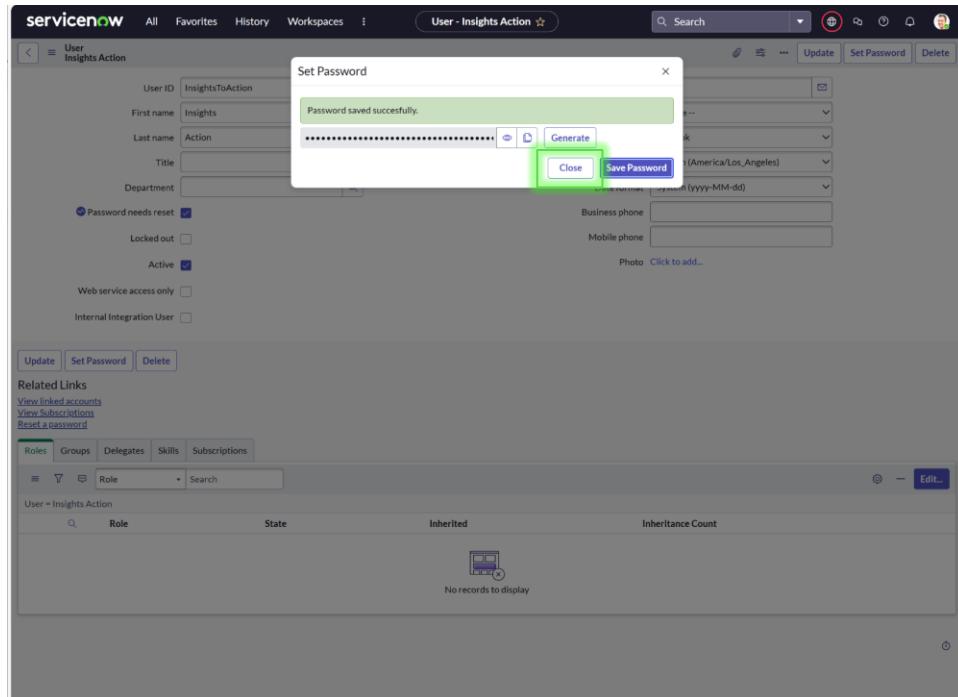
- Click on the **Generate** button.



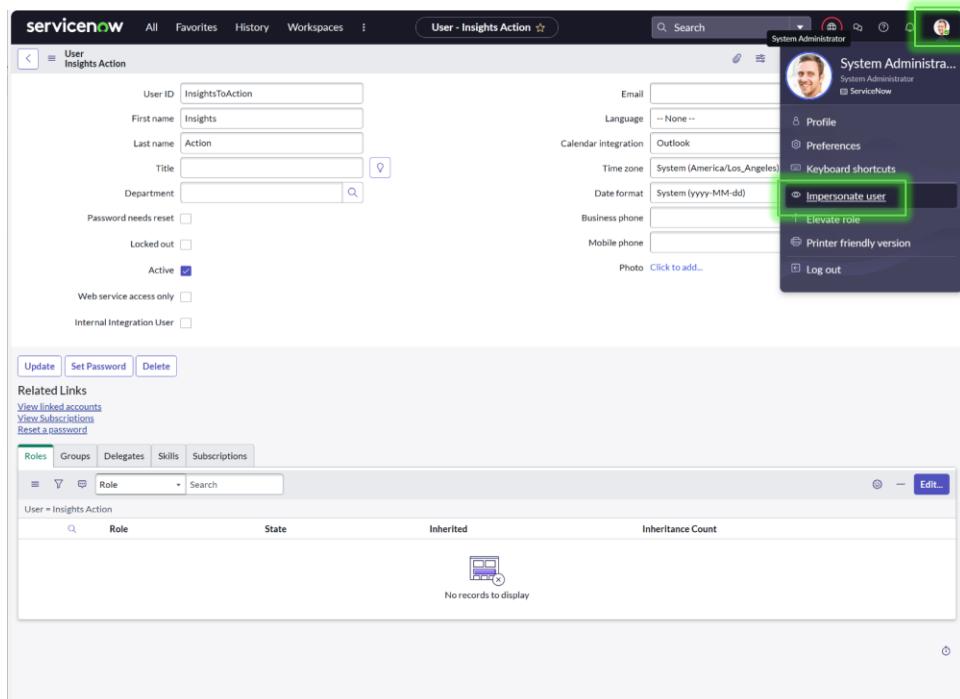
- Click on the copy password button and then the **Save Password** button.



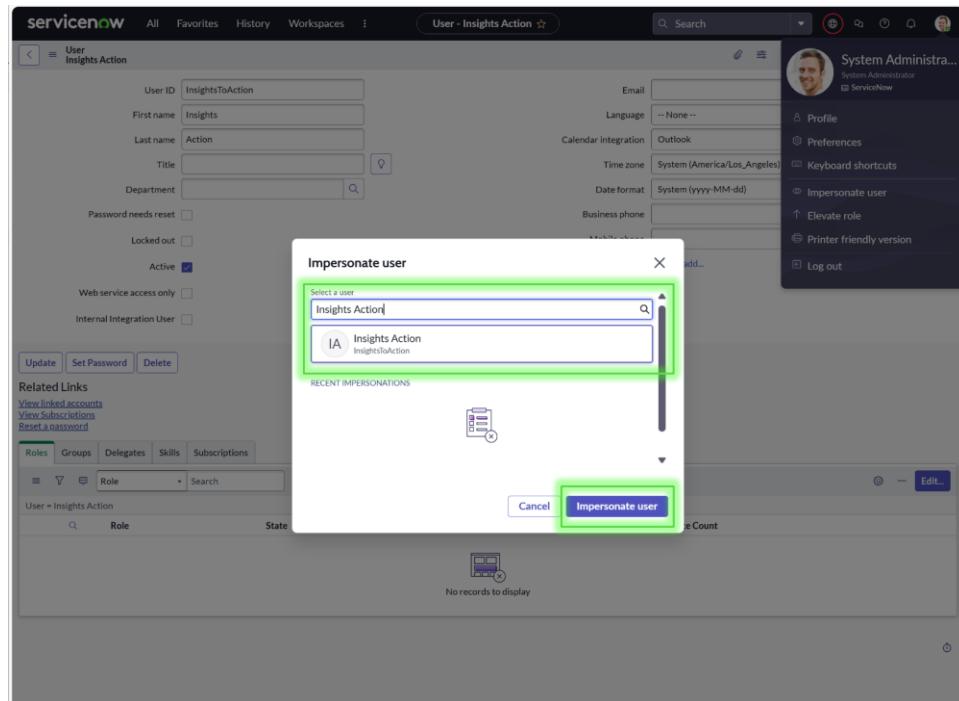
- Click on the **Close** button to close the modal.



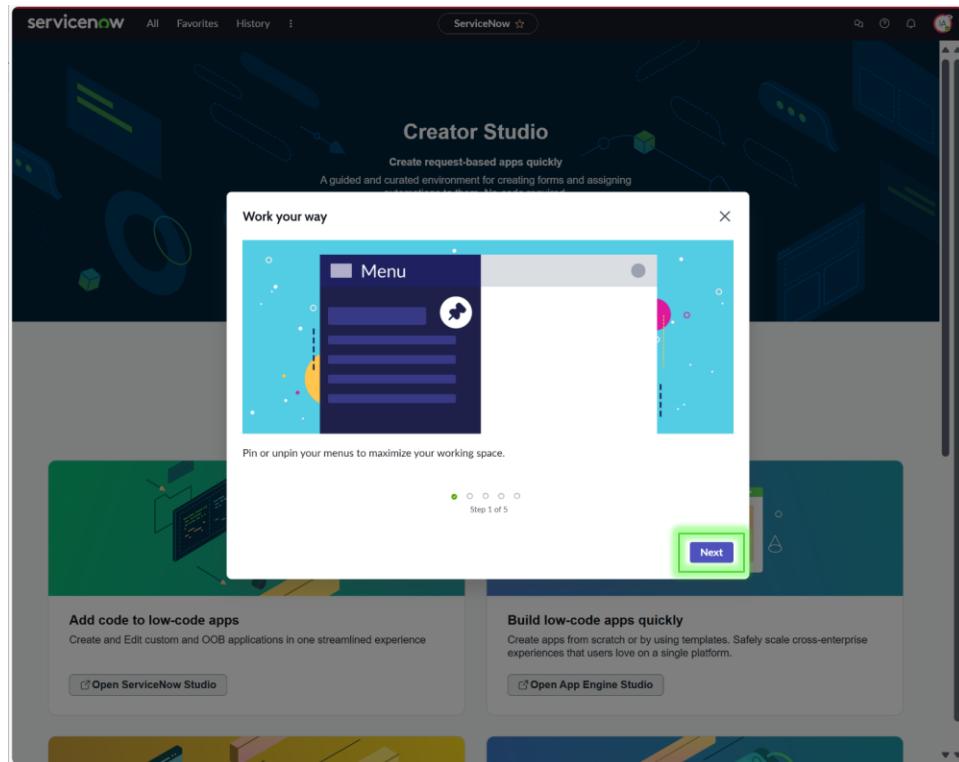
- Click on the logged in user profile icon at the top right and choose **Impersonate user**.



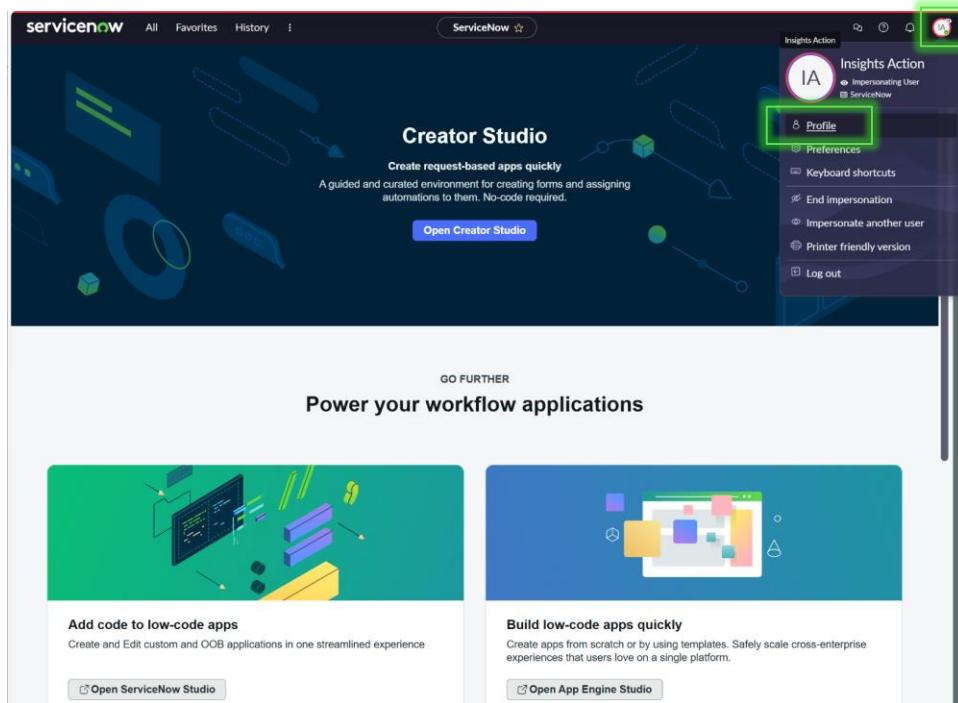
- Search for your new user's name, click on it, and press the **Impersonate User** button.



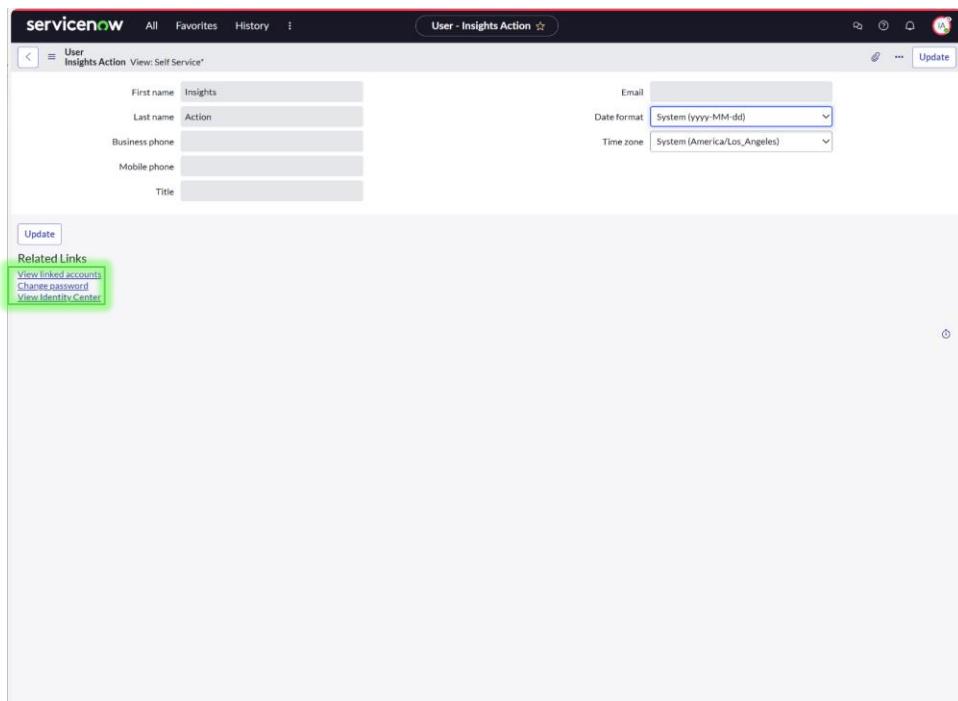
- Click **Next** to advance through the steps of the tour and dismiss the modal.



- Click on the logged in user profile icon at the top right and choose **Profile**.



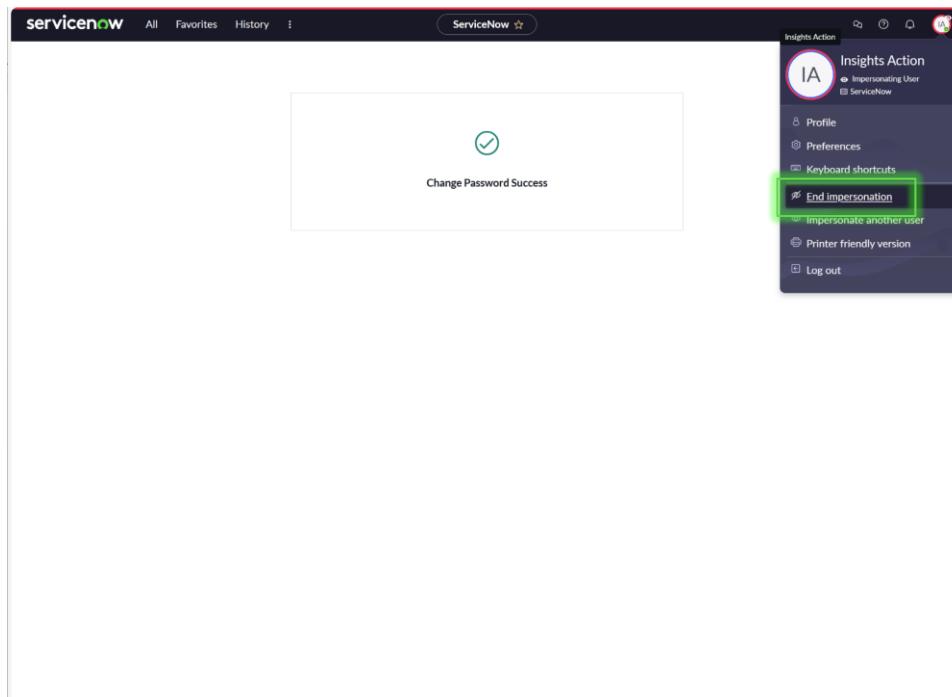
- Click on the **Change Password** related link.



- Paste the password you copied earlier into the **Old Password** field, choose a **New Password**, **Retype password**, and click on the **Change Password**.

The screenshot shows the 'Password Reset - Change Password' page. At the top, there's a dropdown menu 'Change password for' set to 'Default Self Service'. Below it, two password fields are highlighted with a green box: 'Old password' and 'New password'. Between these fields is a list of password requirements: Minimum 8 characters, Maximum 100 characters, At least 1 lowercase letter(s), At least 1 uppercase letter(s), At least 1 digit(s), At least 1 special character(s). Below these requirements, another list says 'We'll also check these requirements once you submit': No repetitions more than 3 character(s), No sequence more than 3 character(s), No user data like first name, last name, username, and company name. At the bottom, the 'Retype password' field and the 'Change Password' button are also highlighted with a green box. A note below the retype field says 'Passwords match'.

- Click on the logged in user profile icon at the top right and choose **End Impersonation**.



- Go to the filter navigator and search for and open **CSDM → Business Service**

The screenshot shows the ServiceNow interface with the search bar containing "business serv". The results pane displays a tree structure under "ALL RESULTS". The "Business Services" node under "CSDM" is selected and highlighted with a green box. Other nodes include "Service Portfolio Management", "Sell and Consume", "Business Service Portfolio", and "Business Service Offering". Below the results, there's a section titled "Creator Studio" with a "Open Creator Studio" button and a "GO FURTHER Power your workflow applications" section featuring two cards: "Add code to low-code apps" and "Build low-code apps quickly".

- Click on the **New** button.

The screenshot shows the ServiceNow interface with the search bar containing "Services". The results pane displays a table for "All > Service classification = Business Service". The table has columns: Name, Business criticality, Used for, Service classification, Managed by, Owned by, Approval group, Location, and Operational status. Two rows are visible: "Blackberry" (Business criticality: 1 - most critical, Used for: Staging, Service classification: Business Service) and "Slack" (Business criticality: 3 - less critical, Used for: Production, Service classification: Business Service). The "New" button in the top right corner of the table header is highlighted with a green box.

- Enter your service name (in our aquarium example it is **Aquarium**) in the name, confirm the other values match the screen below and press **Submit**.

The screenshot shows the ServiceNow interface for creating a new service record. The 'Name' field is populated with 'Aquarium'. The 'Submit' button is highlighted with a green box.

- Open the filter navigator, type **cmdb\_ci.list**, and press enter. This will take you to a list of configuration items.

The screenshot shows the ServiceNow search results for 'cmdb\_ci.list'. The search bar at the top contains 'cmdb\_ci.list'. The results table lists three configuration items (CI) with their details:

for	Service classification	Managed by	Owned by	Approval group	Location	Operational status
Production	Business Service	(empty)	David Miller	(empty)	(empty)	Operational
Production	Business Service	Wilmer Constantineau	Jerrod Bennett	(empty)	150 Kennedy Road, Hong Kong	Operational
Production	Business Service	(empty)	(empty)	(empty)	(empty)	Operational

- Click on the **New** button.

The screenshot shows a list of configuration items in ServiceNow. The columns include Name, Manufacturer, Location, Description, Class, Updated, and Maintenance schedule. There are 2,785 items listed, with page 1 of 2,785 shown. The 'New' button in the header is highlighted with a green box.

Name	Manufacturer	Location	Description	Class	Updated	Maintenance schedule
*ANNIE-IBM	Lenovo	815 E Street, San Diego, CA		Computer	2025-04-02 10:24:16	(empty)
*ASSET-IBM	Lenovo	3 Whitehall Court, London		Computer	2025-04-02 10:24:23	(empty)
*BETH-IBM	Lenovo	6304 Northwest Barry Road, Kansas City, MO		Computer	2025-04-02 10:24:37	(empty)
*BOW-IBM	Lenovo	13308 Midland Road, Poway, CA		Computer	2025-04-02 10:24:40	(empty)
*BUD-IBM	Lenovo	4492 Camino De La Plaza, San Ysidro, CA		Computer	2025-04-02 10:24:07	(empty)
*CAROL-IBM	Lenovo	322 West 52nd Street, New York, NY		Computer	2025-04-02 10:24:55	(empty)
*CAROL2-IBM	Lenovo	322 West 52nd Street, New York, NY		Computer	2025-04-02 10:24:25	(empty)
*CAROL3-GATEWAY	Gateway	322 West 52nd Street, New York, NY		Computer	2025-04-02 10:23:49	(empty)
*CHUCK-IBM	Lenovo	9249 Cicerone Avenue, Oak Lawn, IL		Computer	2025-04-02 10:24:50	(empty)
*DAVID-IBM	Lenovo	153 South Sierra Avenue, Solana Beach, CA		Computer	2025-04-02 10:24:55	(empty)
*DAVIN-IBM	Lenovo	Paradise Road, Richmond, London		Computer	2025-04-02 10:23:55	(empty)
*DENNIS-IBM	Lenovo	650 Demerry Road #102, San Diego, CA		Computer	2025-04-02 10:24:00	(empty)
*DUDE-IBM	Lenovo	1635 Old 41 Highway Northwest #112, Kent, WA		Computer	2025-04-02 10:24:29	(empty)
*EMPLOYEE-IBM	IBM	3121 High Point Road, Greensboro, NC		Computer	2025-04-02 10:23:57	(empty)
*JON-IBM	Lenovo	(empty)		Computer	2018-12-12 00:49:32	(empty)
*MACBOOK-AIR-13	Apple	(empty)		Computer	2018-12-12 00:52:17	(empty)
*RON-IBM	Lenovo	13308 Midland Road, Poway, CA		Computer	2025-04-02 10:23:48	(empty)
*SONIC-IBM	Lenovo	(empty)		Computer	2018-12-12 00:46:38	(empty)
*WAYNE-IBM	Lenovo	243 South Escondido Boulevard, Escondido, CA		Computer	2025-04-02 10:24:27	(empty)
.NET Framework	Microsoft	(empty)		Software	2025-04-02 10:23:38	(empty)

- Give the new configuration item a name based on your use case (in our aquarium example the name is **aquarium-101**) and click **Submit**.

The screenshot shows a 'New Record' form for a Configuration Item. The 'Name' field is populated with 'aquarium-101' and highlighted with a green box. The 'Submit' button in the top right corner is also highlighted with a green box.

## Create REST API triggered Flow

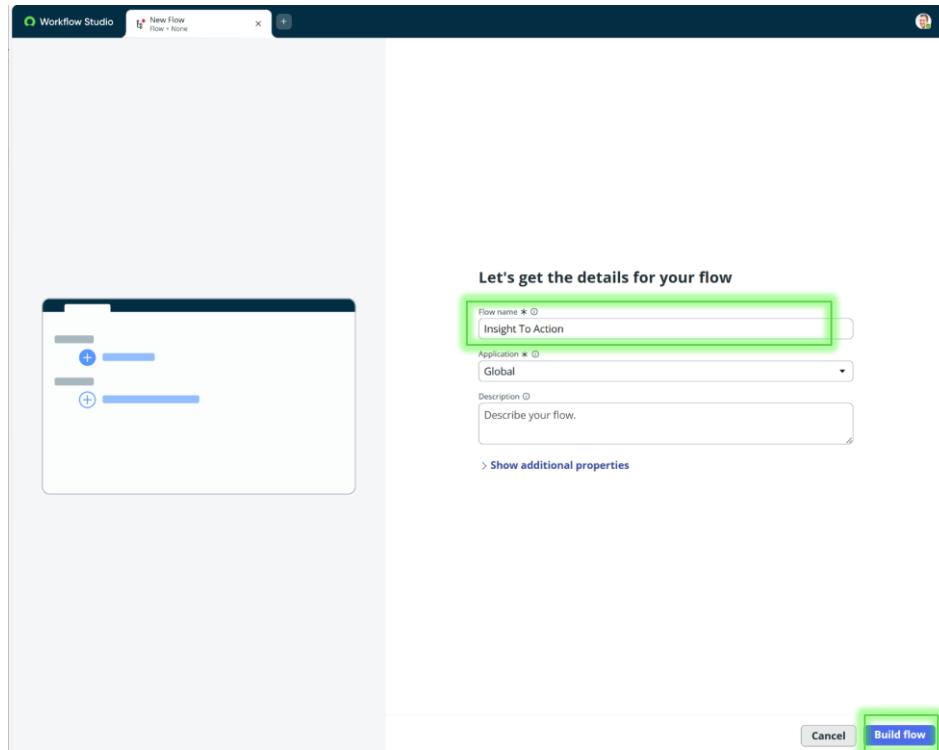
- Go to the filter navigator and search for and open **Process Automation → Workflow Studio**. Workflow Studio will open in a new browser tab.

Location	Description	Class	Updated	Maintenance schedule
815 E Street, San Diego,CA		Computer	2025-04-02 10:24:16	(empty)
3 Whitehall Court, London		Computer	2025-04-02 10:24:23	(empty)
6304 Northwest Barry Road, Kansas City,MO		Computer	2025-04-02 10:24:37	(empty)
13308 Midland Road, Poway,CA		Computer	2025-04-02 10:24:40	(empty)
4492 Camino De La Plaza, San Ysidro,CA		Computer	2025-04-02 10:24:07	(empty)
322 West 52nd Street, New York,NY		Computer	2025-04-02 10:24:53	(empty)
322 West 52nd Street, New York,NY		Computer	2025-04-02 10:24:25	(empty)
*CAROL3-GATEWAY	Gateway		2025-04-02 10:23:49	(empty)
*CHUCK-IBM	Lenovo		2025-04-02 10:24:50	(empty)
*CAROL-IBM	Lenovo		2025-04-02 10:24:55	(empty)
*CAROL2-IBM	Lenovo		2025-04-02 10:23:55	(empty)
*DAVIN-IBM	Lenovo		2025-04-02 10:24:00	(empty)
*DENNIS-IBM	Lenovo		2025-04-02 10:24:29	(empty)
*DUDE-IBM	Lenovo		2025-04-02 10:23:57	(empty)
*JEMPLOYEE-IBM	IBM		2025-04-02 10:23:57	(empty)
*JON-IBM	Lenovo		2018-12-12 00:49:32	(empty)
*MACBOOK-AIR-13	Apple		2018-12-12 00:52:17	(empty)
*RON-IBM	Lenovo		2025-04-02 10:23:48	(empty)
*SONIC-IBM	Lenovo		2018-12-12 00:46:38	(empty)
*WAYNE-IBM	Lenovo		2025-04-02 10:24:27	(empty)
.NET Framework	Microsoft		2025-04-02 10:23:38	(empty)

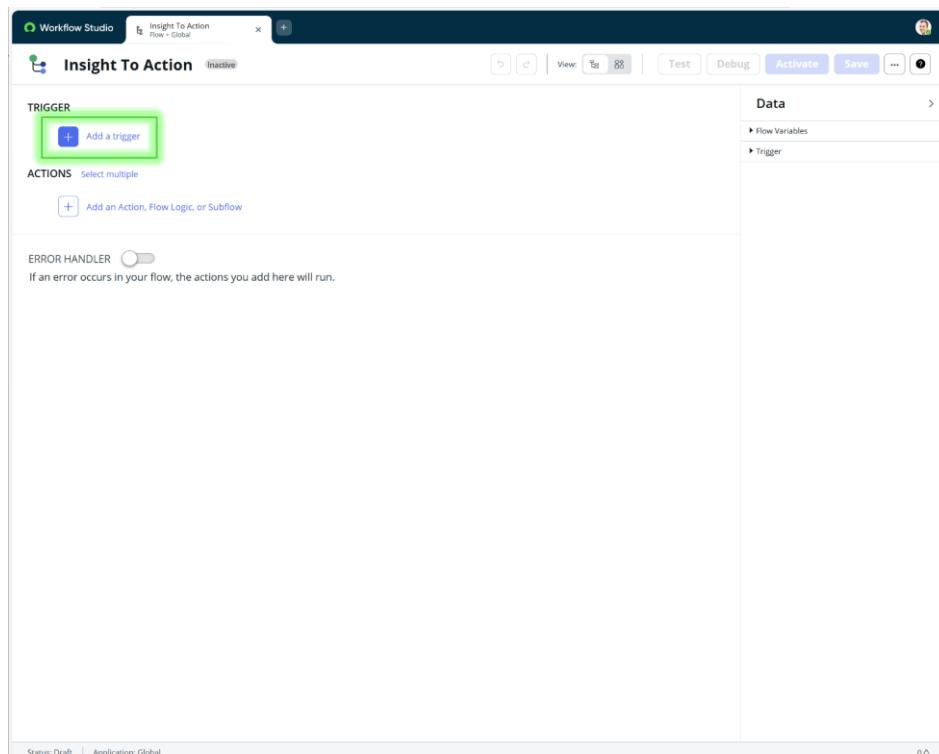
- Click on the **New** button and choose **Flow**.

Name	Application	Status	Active	Updated
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16
Application Intake Request Flow	Application Intake	Published	true	2025-04-30 10:36:06
Application Intake Request V2	Application Intake	Published	true	2025-04-30 10:35:59
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-04-02 09:34:02
Business process approval flow	Global	Published	true	2020-09-27 22:06:13
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35
Change - Normal - Implement	Global	Published	true	2020-09-23 04:23:59
Change - Standard	Global	Published	true	2020-09-23 05:09:01
Change - Standard - Implement	Global	Published	true	2020-09-23 11:13:41
Change - Standard - Proposal	Global	Published	true	2025-04-02 09:19:33
Change - Unauthorized - Authorize	Global	Published	true	2020-10-21 04:20:01
Change - Unauthorized - Review	Global	Published	true	2025-04-02 09:22:22
Collaboration Request Flow	Collaboration Request	Published	true	2025-04-30 10:36:59
Default SLA flow	Global	Published	true	2020-04-23 05:42:24

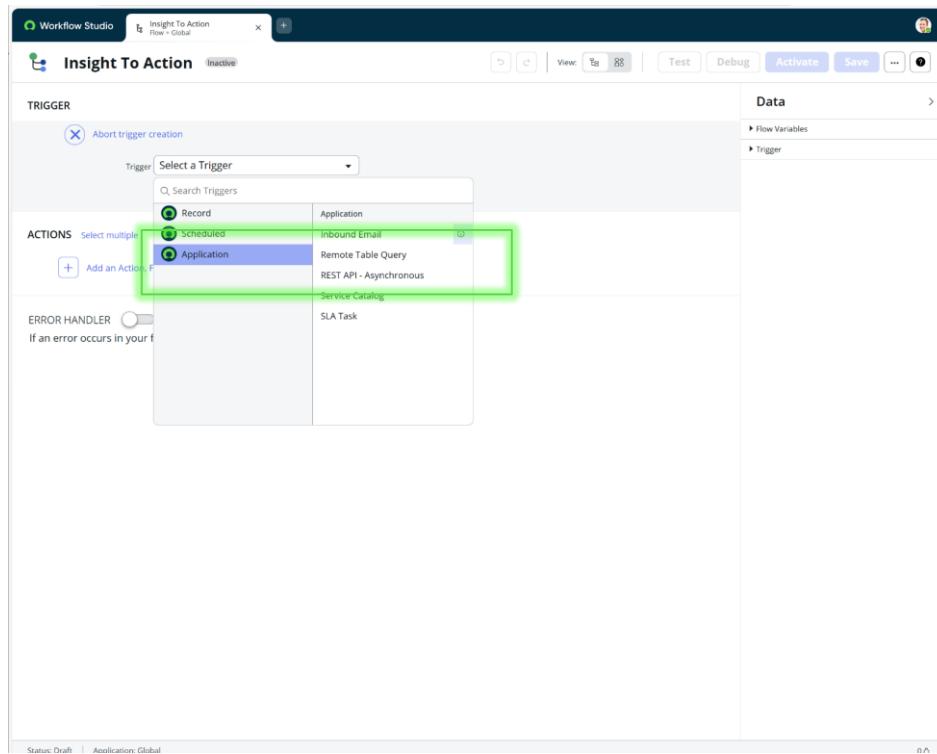
- Give your flow a name and click **Build flow**.



- Click on the **Add Trigger**.



- Choose **Application** in the left pane and **REST API – Asynchronous** in the right pane.



- This is where you will build the JSON payload coming from your System of Insight. Choose **POST** for the **HTTP Method**. Complete the **Request Body** to match the payload coming from your System of Insight (use the small plus sign to add fields). The aquarium example is shown below.
- Make note of the path, you will add this to your instance URL as the REST endpoint in configuring your System of Insight. Click **Save**.

**NOTE:** The Requires Authentication box is checked by default. You will use basic authentication with the User ID and Password created earlier. If you prefer, you can remove the Requires Authentication checkmark and use no authentication. OAuth is not supported in this type of trigger, but is supported in others.

The screenshot shows the ServiceNow Workflow Studio interface for creating a flow named "Insight To Action".

**Trigger:** REST API - Asynchronous

- HTTP Method: POST
- Path: /api/1602272/insight\_to\_action
- Requires Authentication:

**Request Content:**

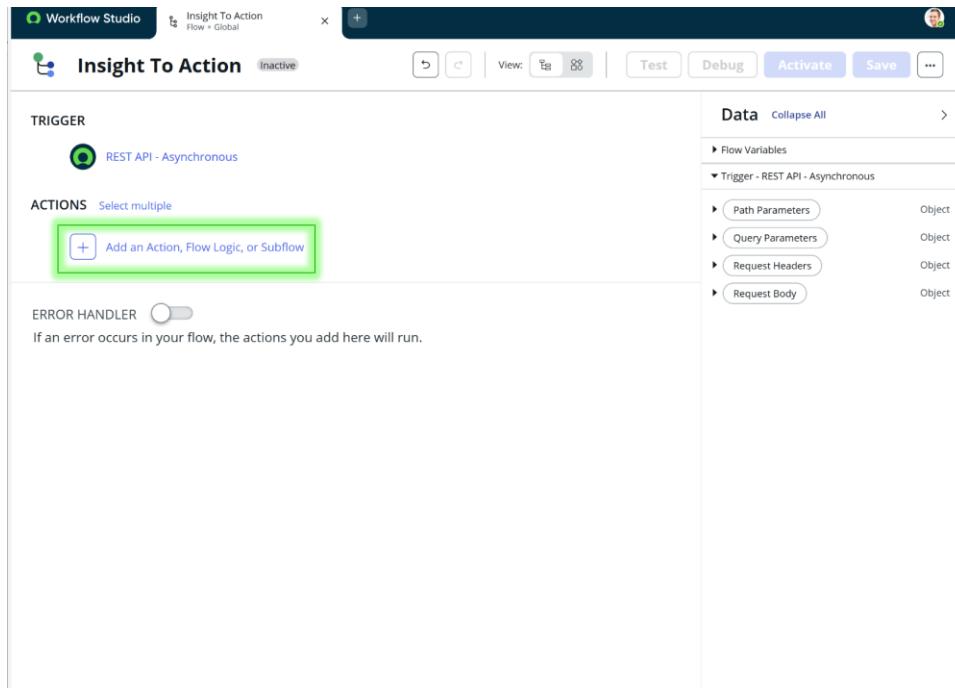
Media Type: application/json

Label	Name	Type
Body	body	Object
ammonia_ppm	ammonia_ppm	Number
event_timestamp	event_timestamp	String
location	location	Object
city	city	String
state	state	String
zip_code	zip_code	String
nitrate_no3_ppm	nitrate_no3_ppm	Number
nitrite_no2_ppm	nitrite_no2_ppm	Number
ph_level	ph_level	Number
salinity_ppm	salinity_ppm	Number
store_id	store_id	String
tank_id	tank_id	String
temperature	temperature	Number
ticket_description	ticket_description	String

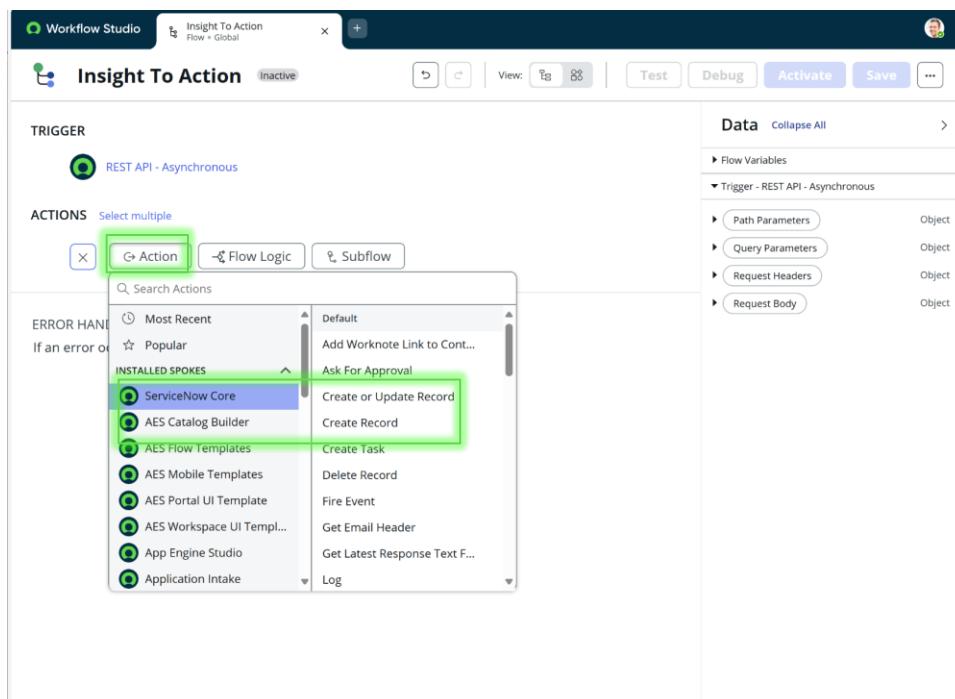
**Data:**

- Flow Variables
- Trigger - REST API - Asynchronous
  - Path Parameters
  - Query Parameters
  - Request Headers
  - Request Body

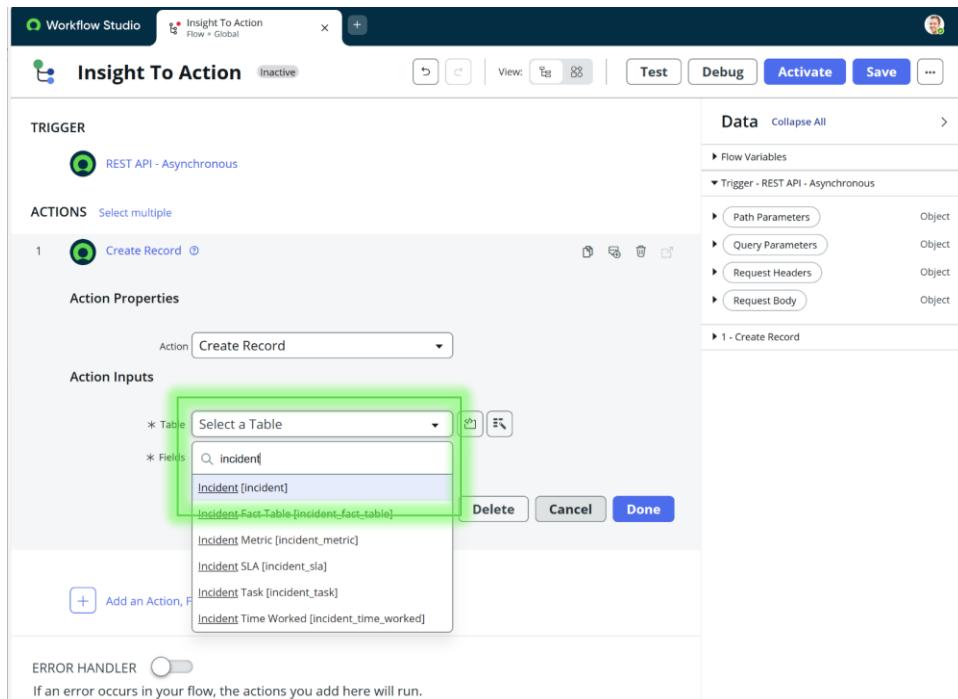
- Click **Add an Action, Flow Logic, or Subflow**.



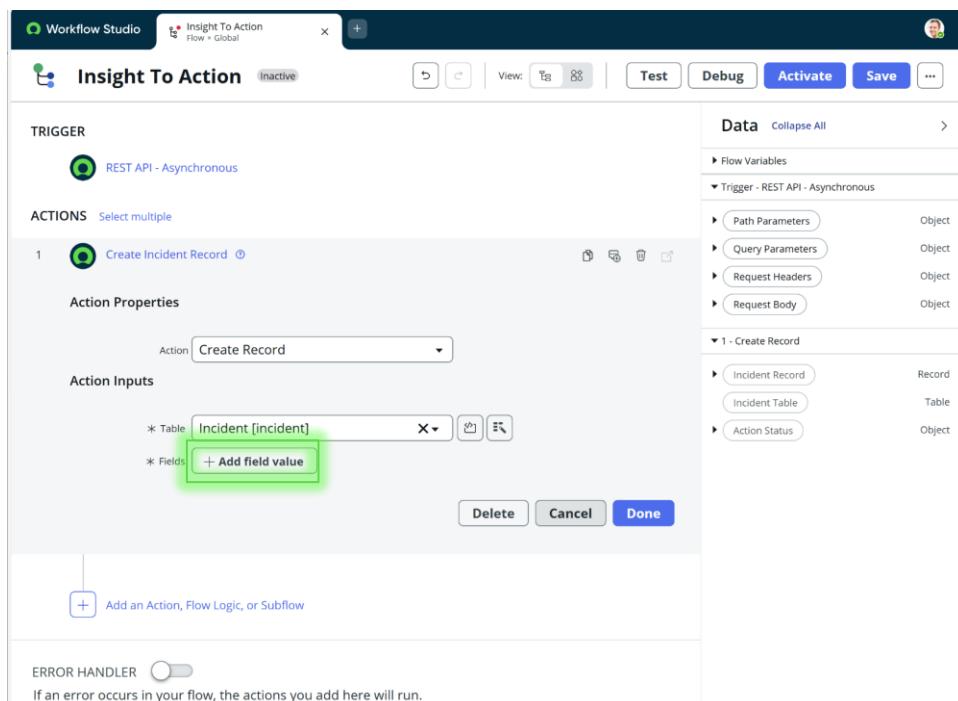
- Click the **Action** button, choose **ServiceNow Core** in the left pane and **Create Record** in the right pane.



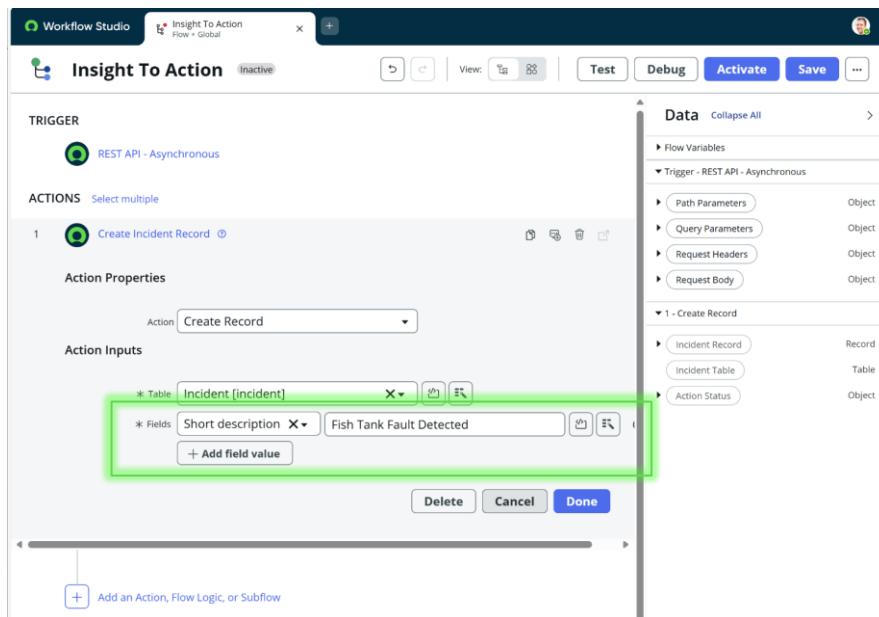
- Search for and select the **Incident** table.



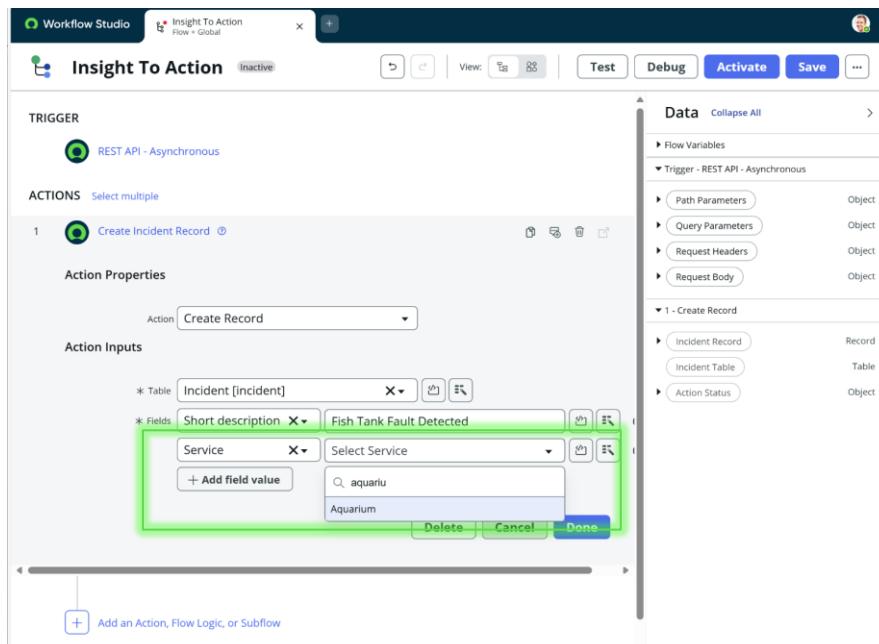
- Click on the **Add field value** button.



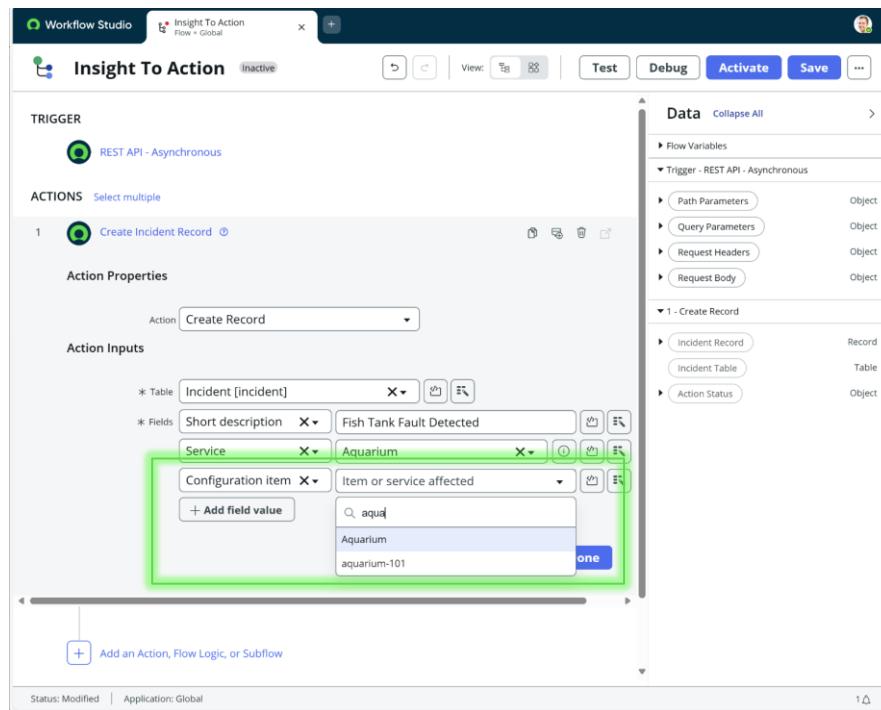
- Find the **Short Description** field in the pick list and type in a relevant short description in the value field (in the aquarium example we use **Fish Tank Fault Detected**). You could also use an item from your JSON payload (see how we complete the Description field below for more information). Click on the **Add field value** button to add another field.



- Choose **Service** in the field name and select the service you created earlier from the list of values (in the aquarium example we use **Aquarium**). Click on the **Add field value** button to add another field.



- Choose **Configuration Item** in the field name and select the configuration item you created earlier from the list of values (in the aquarium example we created **aquarium-101**). Click on the **Add field value** button.



- Choose the **Description** field(s) from the pick list. The intent is to use information from the JSON payload to highlight the issue. In our aquarium example the ticket\_description field has everything we need but you could also combine several items from the Response Body of the REST API trigger to create a description.

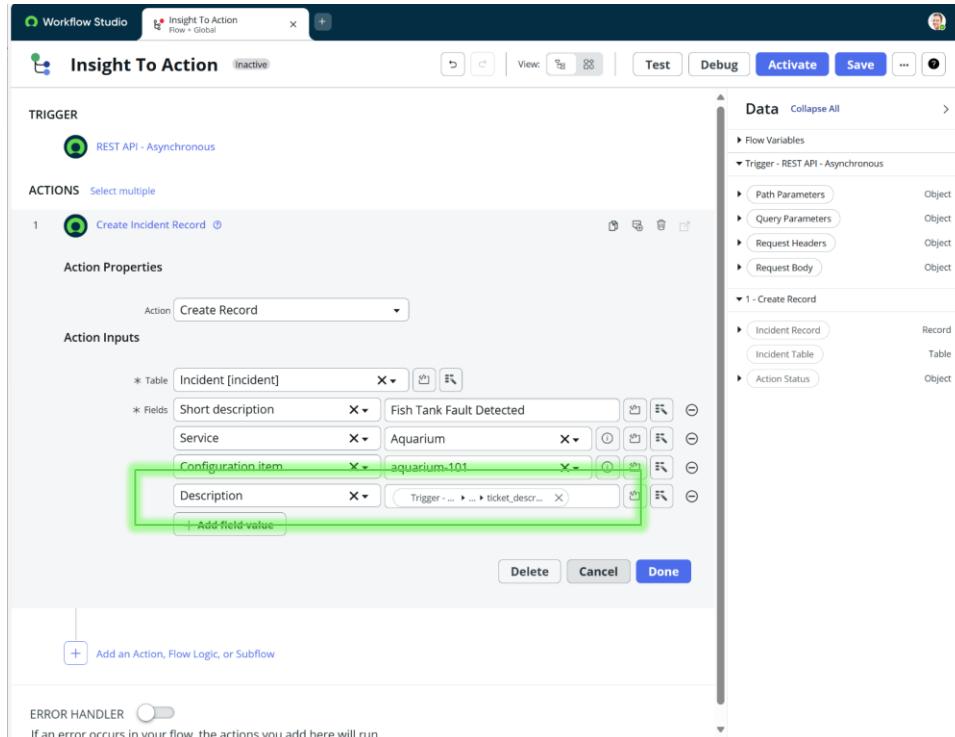
To the right of the value field, click on the field picker icon :

- Choose **Trigger REST API – Asynchronous**
- Click on the **right arrow next to Request Body**
- Scroll down and select **ticket\_description**.

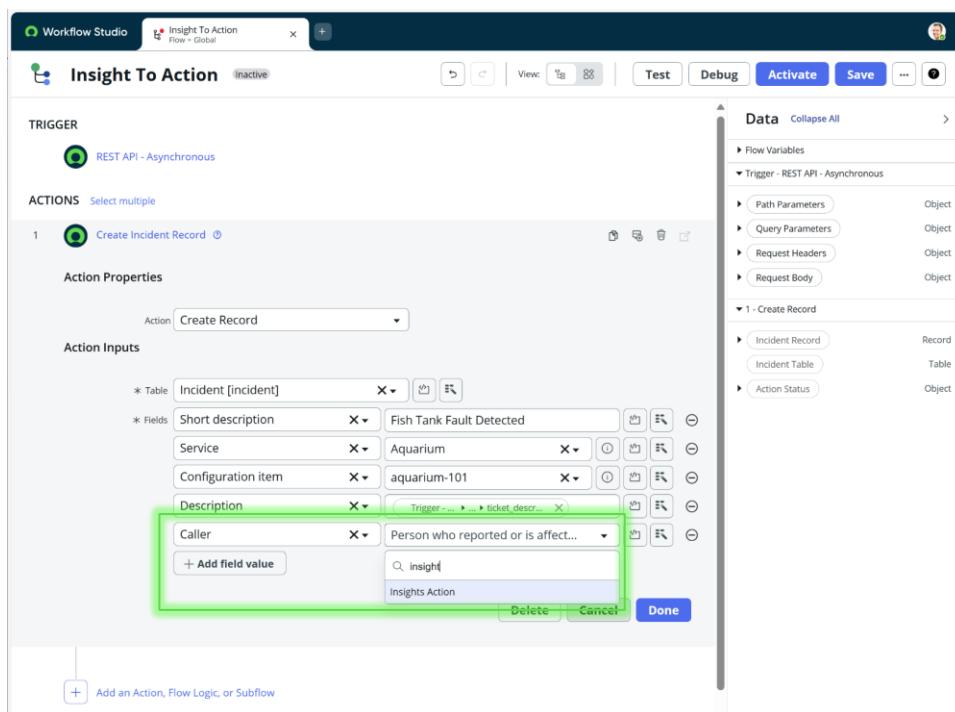
**NOTE:** If you click on Request Body and the entire Request Body is added to this field, go back and be sure you are clicking on the **right arrow next to the Request Body** so that you can choose ticket description.

The screenshot shows the ServiceNow Workflow Studio interface for creating a flow named "Insight To Action". The flow is inactive. The configuration includes a trigger "REST API - Asynchronous" and an action "Create Incident Record". The "Description" field for the action is expanded, showing a list of fields from the "Request Body" of the trigger. The "ticket\_description" field is highlighted with a red box.

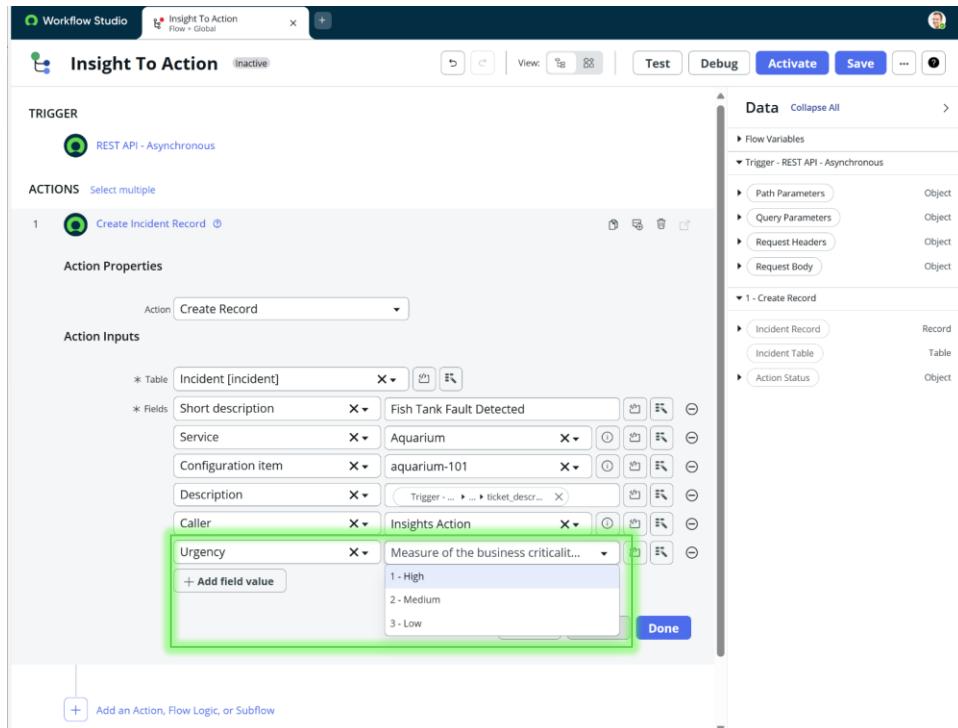
- The field should look like this when you are finished. Notice that the value ends in **ticket\_descri...**. Click on the **Add field value** button.



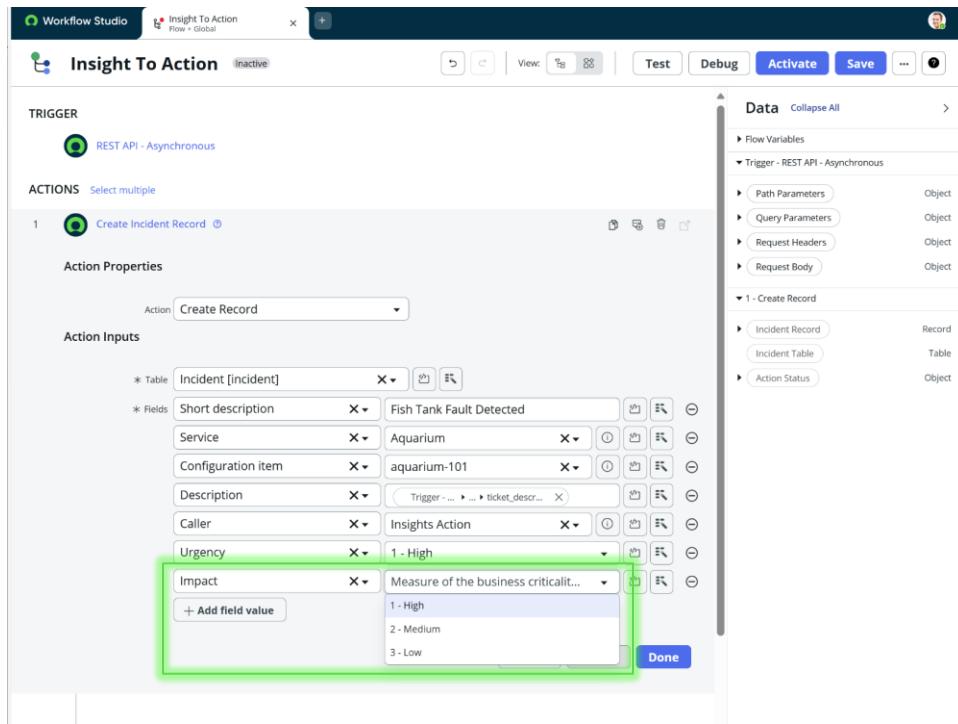
- Choose **Caller** from the field name pick list. Search for the user you created earlier in the field value. Click on the **Add field value** button.



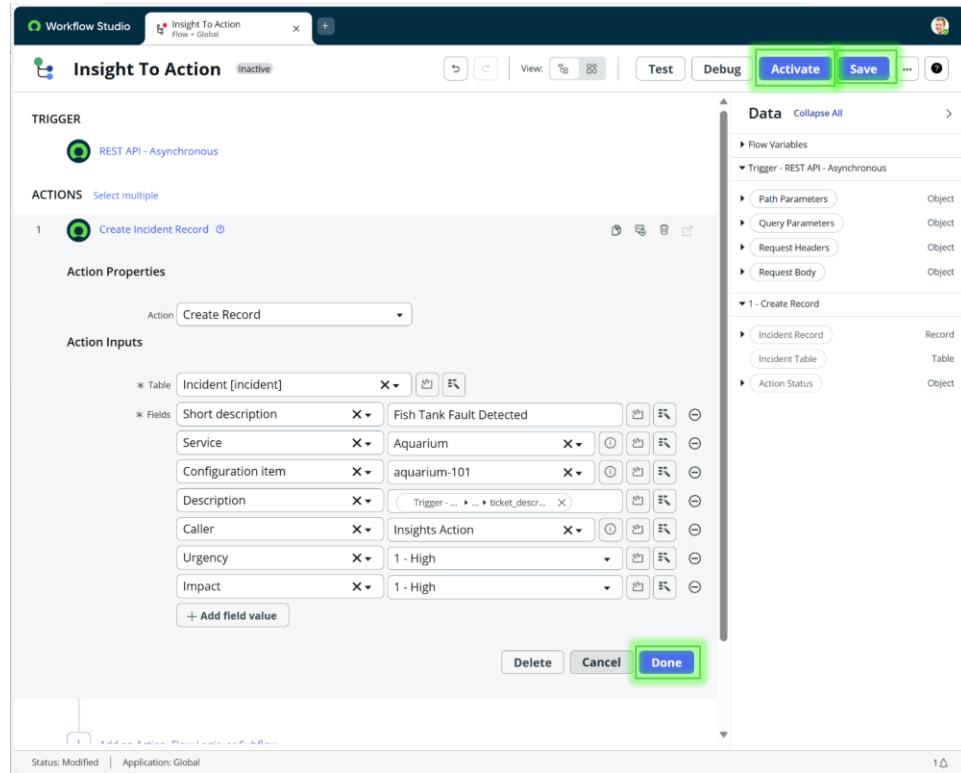
- Choose **Urgency** from the field name pick list. Choose **1 - High** for the field value. Click on the **Add field value** button.



- Choose **Impact** from the field name pick list. Choose **1 - High** for the field value.



- Click **Done**, **Save**, and **Activate**. Close the Workflow Studio browser tab.



## Configure Advanced Work Assignment

- Navigate back to the browser tab displaying the admin view of your ServiceNow instance. Go to the filter navigator, search for Service Channels and choose **Advanced Work Assignment → Service Channels**.

The screenshot shows the ServiceNow Configuration Items list. The filter navigator on the left has 'Advanced Work Assignment' expanded, with 'Service Channels' selected. A green box highlights the 'Service Channels' entry in the filter list.

Location	Description	Class	Updated	Maintenance schedule
815 E Street, San Diego,CA		Computer	2025-04-02 10:24:16	(empty)
3 Whitehall Court, London		Computer	2025-04-02 10:24:23	(empty)
6304 Northwest Barry Road, Kansas City,MO		Computer	2025-04-02 10:24:37	(empty)
13308 Midland Road, Poway,CA		Computer	2025-04-02 10:24:40	(empty)
4492 Camino De La Plaza, San Ysidro,CA		Computer	2025-04-02 10:24:07	(empty)
322 West 52nd Street, New York,NY		Computer	2025-04-02 10:24:55	(empty)
*CAROL2-IBM	Lenovo	Computer	2025-04-02 10:24:25	(empty)
*CAROL3-GATEWAY	Gateway	Computer	2025-04-02 10:23:49	(empty)
*CHUCK-IBM	Lenovo	Computer	2025-04-02 10:24:50	(empty)
*DAVID-IBM	Lenovo	Computer	2025-04-02 10:24:55	(empty)
*DAVIN-IBM	Lenovo	Computer	2025-04-02 10:23:55	(empty)
*DENNIS-IBM	Lenovo	Computer	2025-04-02 10:24:00	(empty)
*DUDE-IBM	Lenovo	Computer	2025-04-02 10:24:29	(empty)
*EMPLOYEE-IBM	IBM	Computer	2025-04-02 10:23:57	(empty)
*JON-IBM	Lenovo	Computer	2018-12-12 00:49:32	(empty)
*MACBOOK-AIR-13	Apple	Computer	2018-12-12 00:52:17	(empty)
*RON-IBM	Lenovo	Computer	2025-04-02 10:23:48	(empty)
*SONIC-IBM	Lenovo	Computer	2018-12-12 00:46:38	(empty)
*WAYNE-IBM	Lenovo	Computer	2025-04-02 10:24:27	(empty)
.NET Framework	Microsoft	Software	2025-04-02 10:23:38	(empty)

- Click on the **Incident** record.

The screenshot shows the ServiceNow Service Channels list. The filter navigator on the left has 'Service Channels' selected. A green box highlights the 'Incident' entry in the list.

Name	Table	Short description	Active
Incident	Incident [incident]	Incidents for Agents	true

- Click on the **here** link to edit the record.

This record is in the Advanced Work Assignment for Incidents application, but Global is the current application. To edit this record [click here.](#)

Name	Incident	Application	Advanced Work Assignment for Incide
Inbox Order	100	Active	<input checked="" type="checkbox"/>
Short description	Incidents for Agents	Assign to field	assigned_to
Table	Incident [incident]	Assignment group field	assignment_group
Advanced condition		Channel group	
Inbox Alert Audio			
Message Alert Audio			

**Capacity and Utilization** **Logging**

Default work item size	1
Default capacity	2
Utilization condition	stateIN1,2,3*EQ

**Agent Capacity Override** **Inbox Layouts (1)** **Queues (1)** **Work item Size Override**

Agent	Capacity
No records to display	

- Change the **Default Capacity** to 1,000 and click on the **Update** button.

You are editing a record in the Advanced Work Assignment for Incidents application [\(cancel\)](#)

* Name	Incident	Application	Advanced Work Assignment for Incide
* Inbox Order	100	Active	<input checked="" type="checkbox"/>
Short description	Incidents for Agents	Assign to field	assigned_to
Table	Incident [incident]	Assignment group field	assignment_group
Advanced condition		Channel group	
Inbox Alert Audio			
Message Alert Audio			

**Capacity and Utilization** **Logging**

* Default work item size	1	
* Default capacity	1,000	
* Utilization condition	Add Filter Condition   Add OR Clause	
State	is one of	New In Progress On Hold Resolved

**Update** **Delete**

**Agent Capacity Override** **Inbox Layouts (1)** **Queues (1)** **Work item Size Override**

Agent	Capacity
No records to display	

- Go to the filter navigator, search for Queues and choose **Advanced Work Assignment → Queues**.

The screenshot shows the ServiceNow Filter Navigator interface. The left sidebar displays a navigation tree under 'Advanced Work Assignment'. The 'Queues' node is highlighted with a green box. The main pane shows a table with one row of data:

	Short description	Active
[incident]	Incidents for Agents	true

- Click on the **Incident Queue** record.

The screenshot shows the ServiceNow Queue list view. The table has the following data:

Name	Number	Service channel	Order	Active
Incident Queue	QUE92001	Incident	100	true

- Click on the **here** link to edit the record.

This record is in the Advanced Work Assignment for Incidents application, but Global is the current application. To edit this record click here.

Name	Incident Queue	Application	Advanced Work Assignment for Incide
Number	QUE92001	Schedule	
Service channel	Incident	Order	100
Active <input checked="" type="checkbox"/>			
Short description Queue for all incoming new incidents			
Define condition here <input checked="" type="checkbox"/>			
Condition mode Simple			
Work item routing condition (empty)			
Target wait time			

**Related Links**

Run Point Scan

Assignment Eligibility			Work Item Sort Order (1)
<input type="checkbox"/> Eligible at <input type="button" value="Search"/>			<input type="button" value="New"/>
Queue = Incident Queue			
<input type="button" value="Groups"/>	<input type="button" value="Agent assignment rule"/>	Eligible at <input type="button" value="▲"/>	
 No records to display			

- In the **Assignment Eligibility** related list, click on the **New** button.

You are editing a record in the Advanced Work Assignment for Incidents application (cancel)

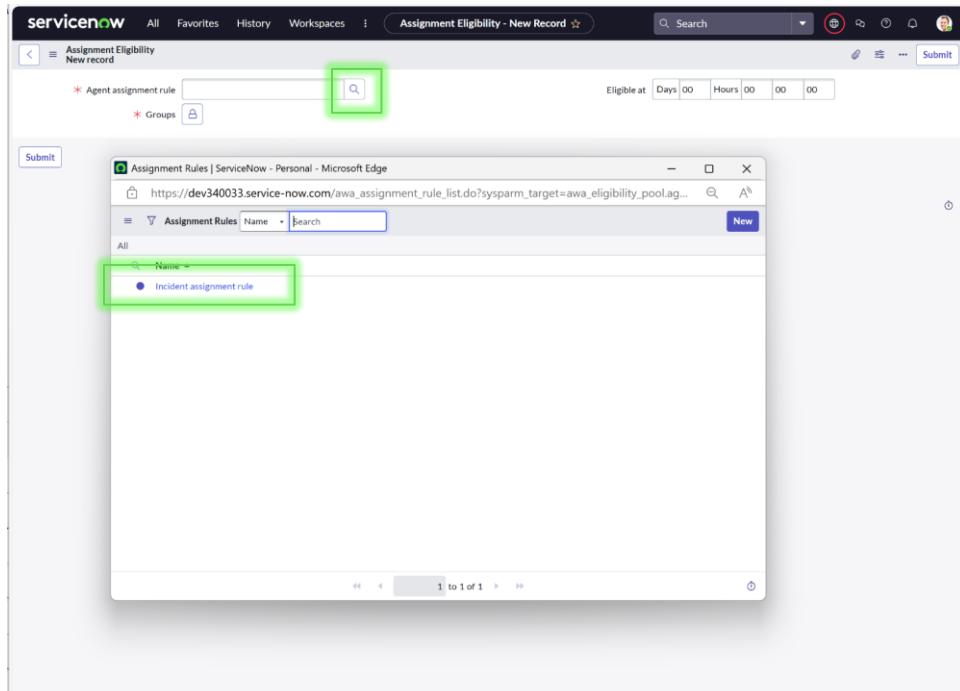
* Name	Incident Queue	Application	Advanced Work Assignment for Incide
* Number	QUE92001	Schedule	<input type="button" value="Search"/>
* Service channel	Incident	Order	100
Active <input checked="" type="checkbox"/>			
Short description Queue for all incoming new incidents			
Define condition here <input checked="" type="checkbox"/>			
Condition mode Simple			
Work item routing condition <input type="button" value="Add Filter Condition"/> <input type="button" value="Add OR Clause"/>			
-- choose field -- <input type="button" value="oper"/> -- value --			
Target wait time Days 00 Hours 00 00 00			

**Related Links**

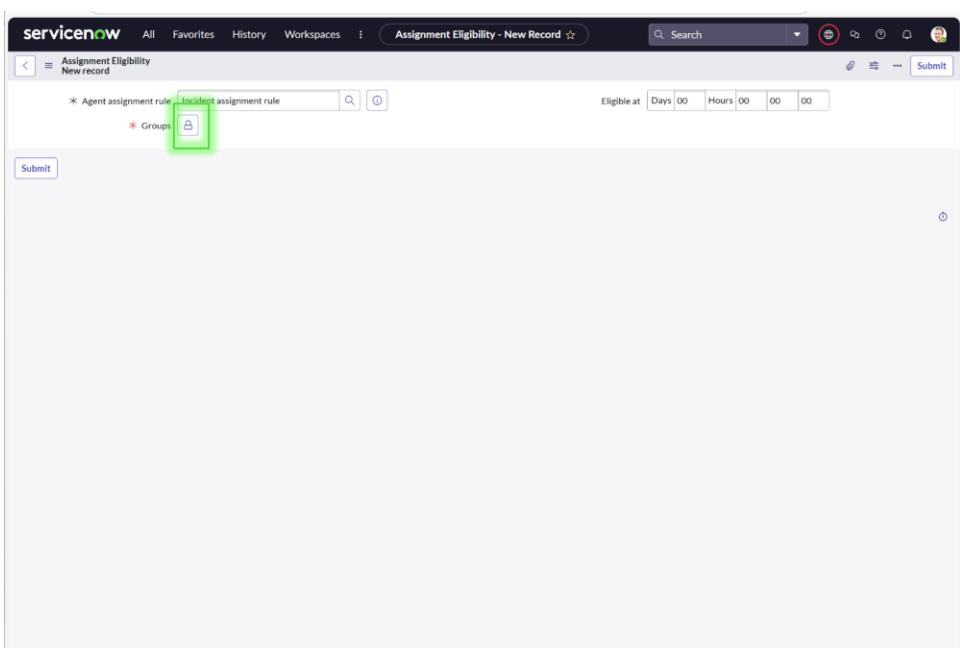
Run Point Scan

Assignment Eligibility			Work Item Sort Order (1)
<input type="checkbox"/> Eligible at <input type="button" value="Search"/>			<input type="button" value="New"/>
Queue = Incident Queue			
<input type="button" value="Groups"/>	<input type="button" value="Agent assignment rule"/>	Eligible at <input type="button" value="▲"/>	
 No records to display			

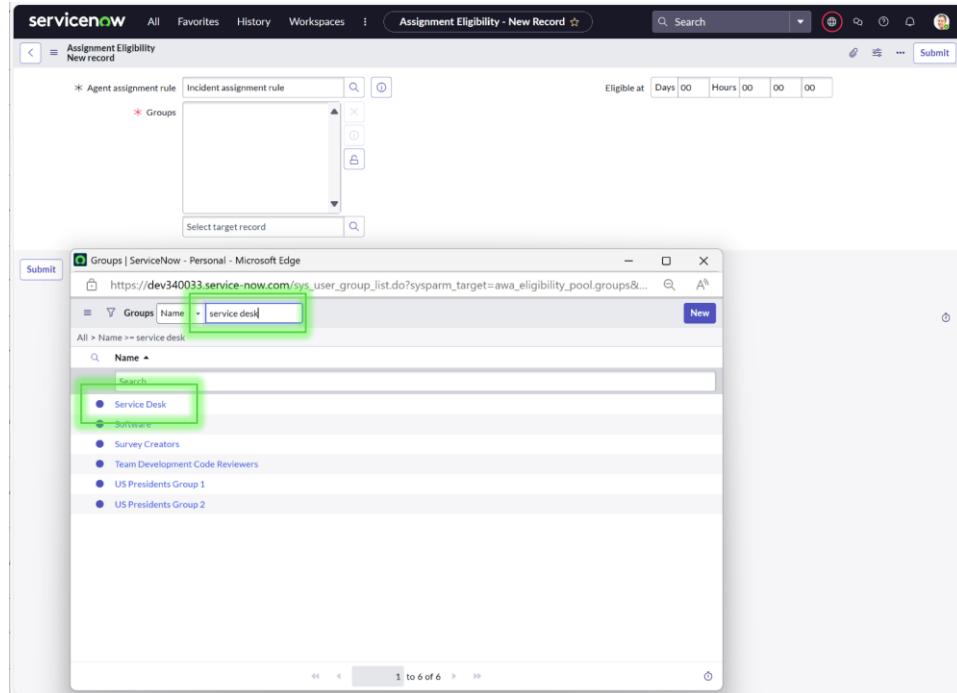
- Click on the hourglass to the right of **Agent assignment rule**. In the **Assignment Rules** modal choose the **Incident assignment** rule.



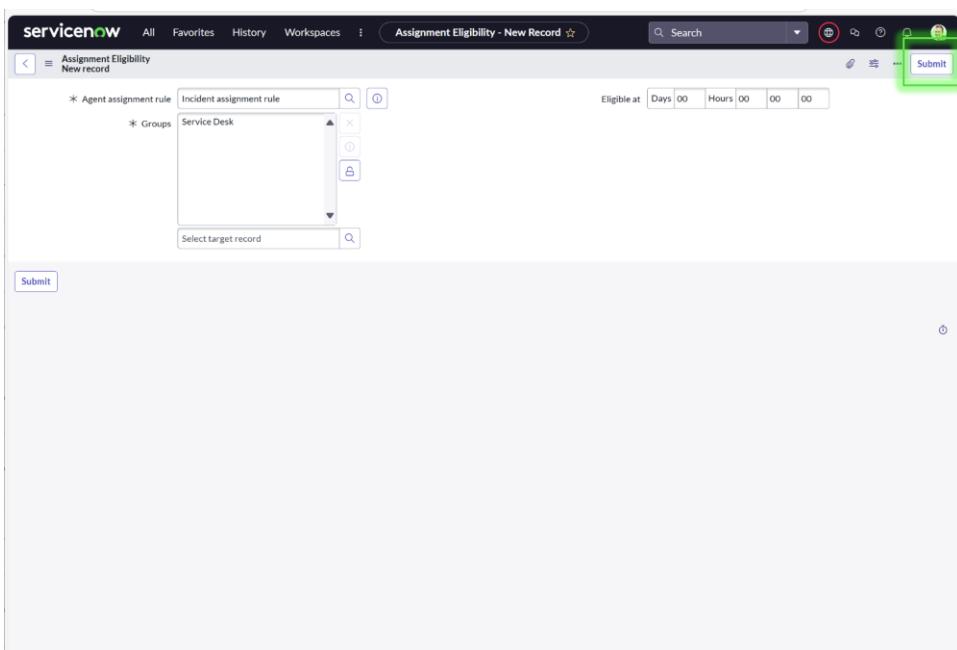
- Click on the lock next to **Groups**.



- Click on the hourglass to the right of **Select target record**. Search on service desk and choose the **Service Desk** assignment group.



- Click on the **Submit** button.



- Go to the filter navigator, search for **Presence States** and choose **Advanced Work Assignment** → **Settings** → **Presence States**.

The screenshot shows the ServiceNow interface with the following details:

- Filter Navigator:** On the left, a sidebar titled "presence" shows the navigation path: "FAVORITES" → "All Results" → "Advanced Work Assignment" → "Settings" → "Presence States".
- Page Header:** "Queue - Incident Queue" with a "Search" bar.
- Page Content:**
  - Application:** Advanced Work Assignment for Incide
  - Schedule:** [redacted]
  - Order:** 100
  - Target wait time:** [redacted]
- Related Links:** "Run Point Scan"
- Assignment Eligibility (1):** Shows a table with one row:
 

Groups	Agent assignment rule	Eligible at
Service Desk	Incident assignment rule	0 Seconds

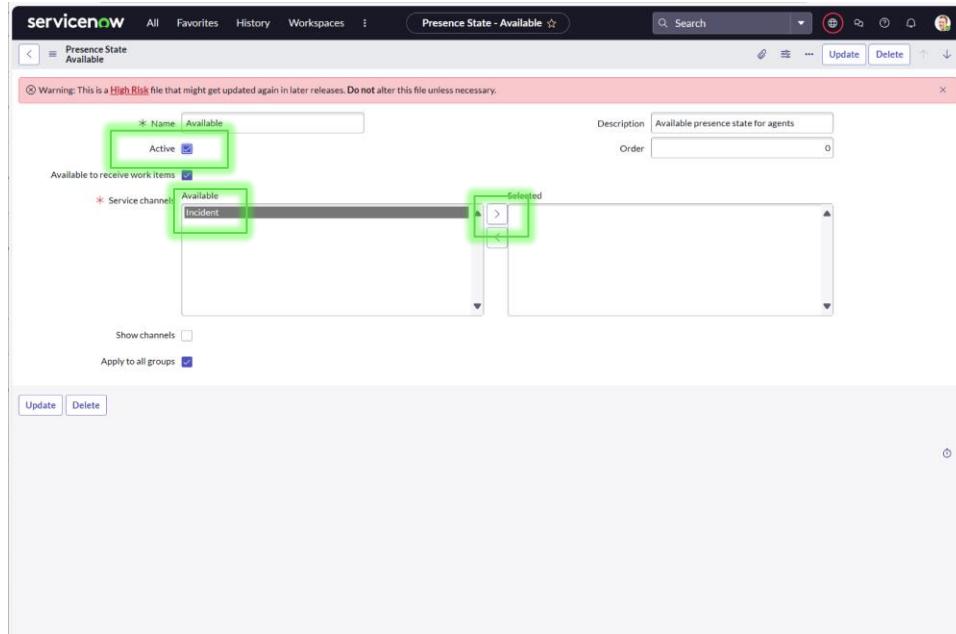
- Click on the **Available** Presence State to open it.

The screenshot shows the ServiceNow interface with the following details:

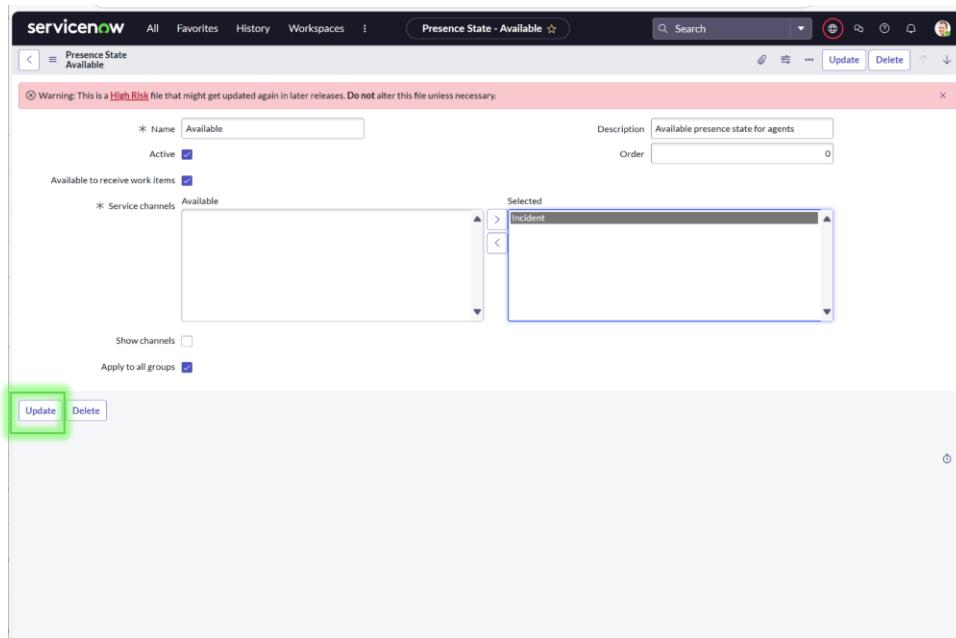
- Page Header:** "Presence States" with a "Search" bar.
- Table:** A list of presence states:
 

Name	Description	Active	Available to receive work items	Order
Available	Available presence state for agents	false	true	0
Away	Away presence state for agents	true	false	1.000
Offline	Offline presence state for agents	true	false	2.000

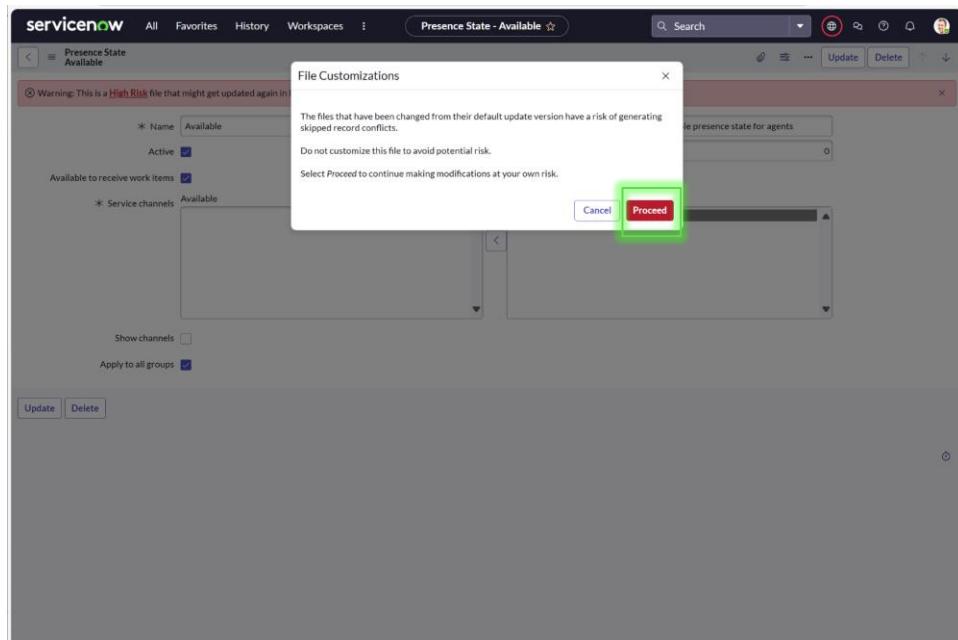
- Check the **Active** box. Select the **Incident** Service Channel in the Available box on the left and use the **right arrow** to move it to the Selected box.



- Click on the **Update** button.



- Click on **Proceed**.



## Test your solution

### Setup your ServiceNow Workspace

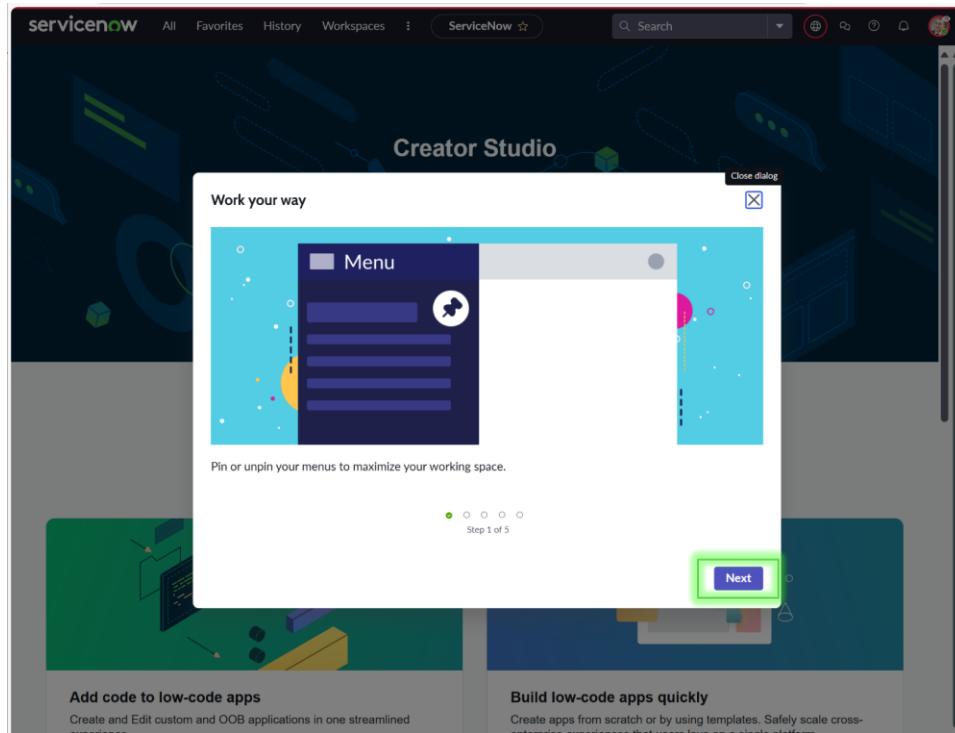
- Click on the logged in user profile icon at the top right and choose **Impersonate user**.

The screenshot shows the ServiceNow interface with the 'Presence States' list page. At the top right, the user profile icon is highlighted with a green box. A dropdown menu appears, listing options like Profile, Preferences, Keyboard shortcuts, and Impersonate user. The 'Impersonate user' option is also highlighted with a green box.

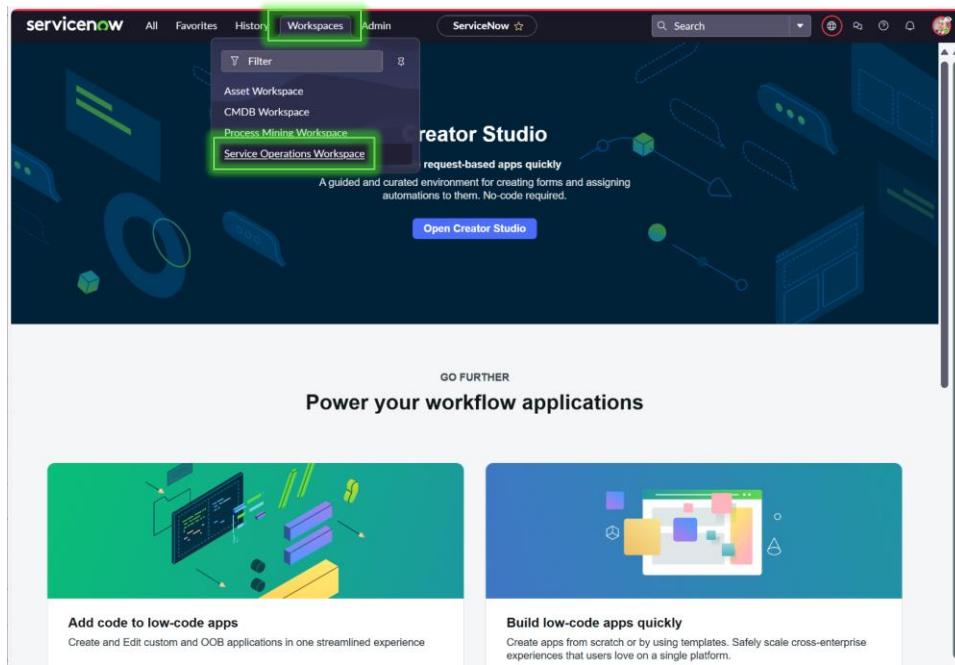
- Search for and select **David Loo** and press the **Impersonate User** button.

The screenshot shows the 'Impersonate user' dialog box. It has a search field containing 'David Loo' with a green box around it. Below the search field, a list shows 'David Loo' with the ID 'david.loo'. At the bottom of the dialog, there is a 'RECENT IMPERSONATIONS' section showing an entry for 'IA Insights Action'. At the bottom right of the dialog, the 'Impersonate user' button is highlighted with a green box.

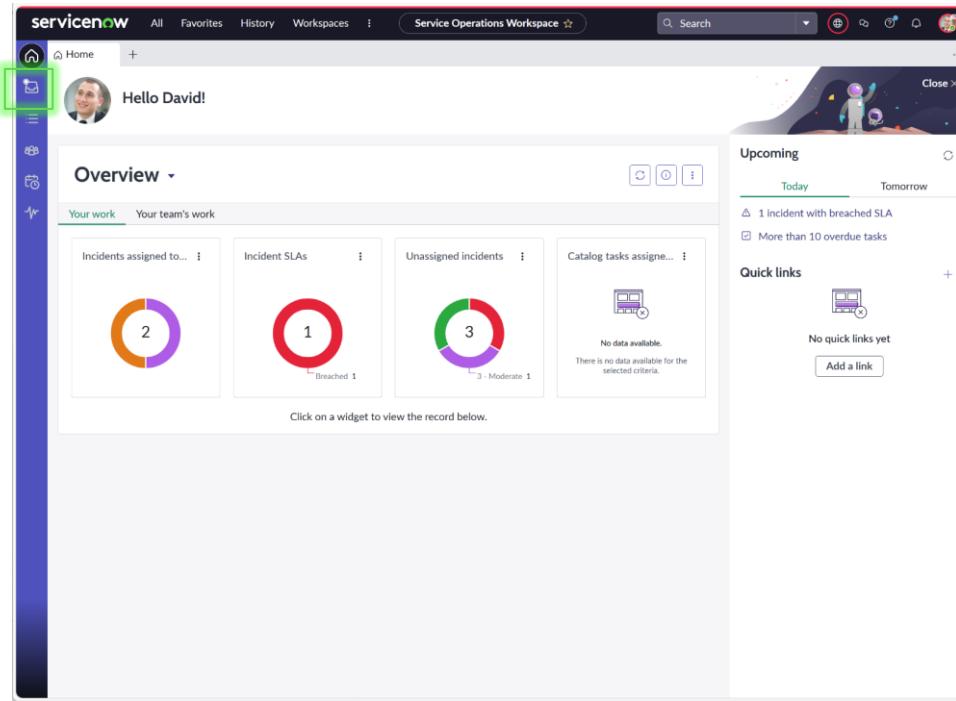
- Click **Next** through the tour to dismiss the modal.



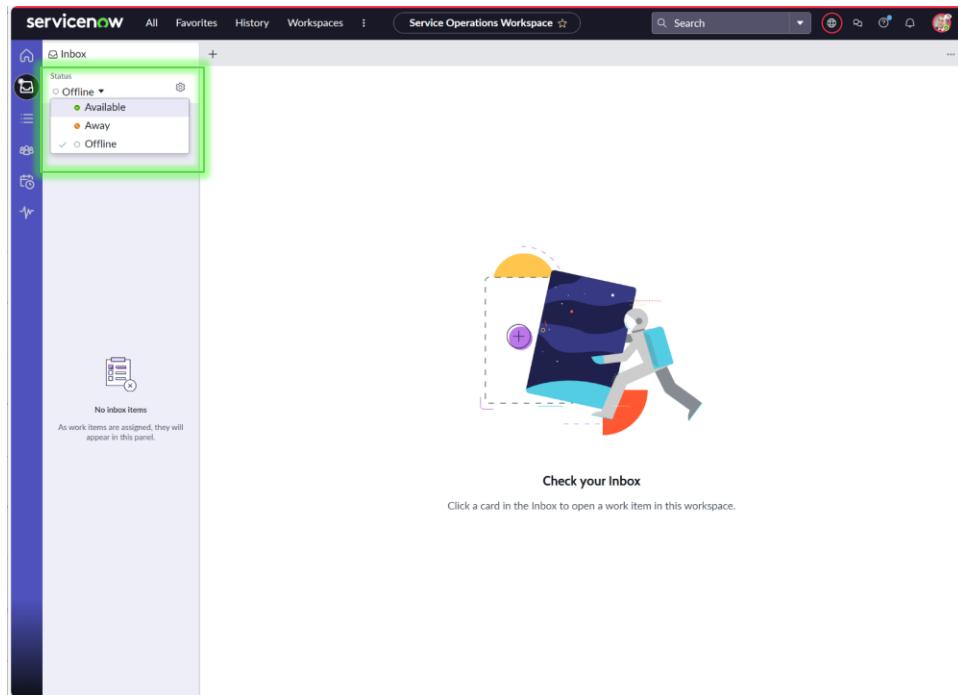
- Choose **Workspaces** on the top menu and select **Service Operations Workspace**.



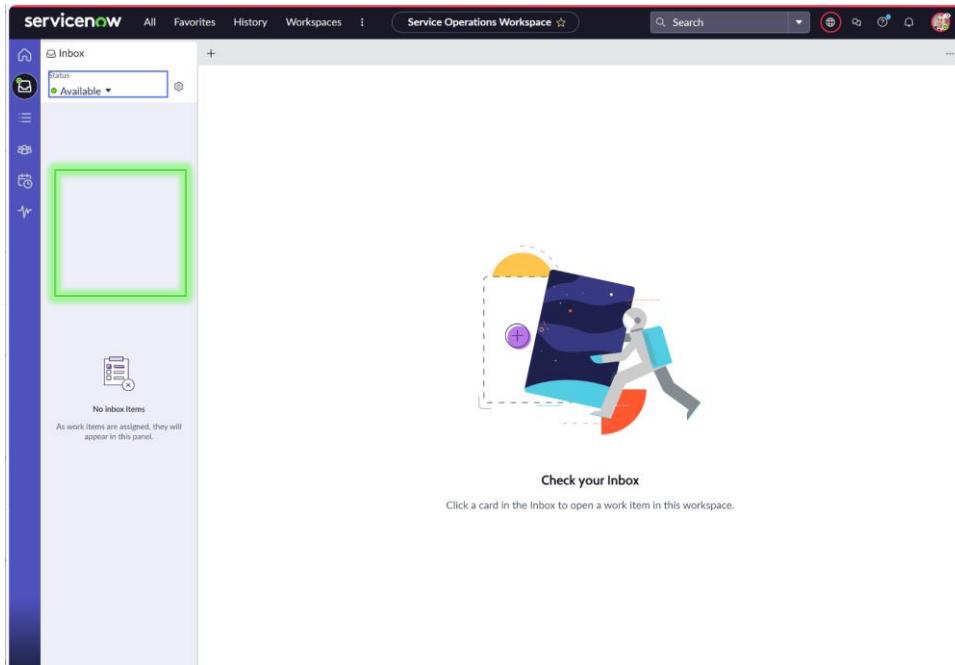
- Open the inbox by clicking on the inbox icon on the left nav bar.



- Pull down the status list by clicking on the arrow to the right of **Offline** and choose **Available**.



- A new incident will appear in this area of David's inbox when you send the REST POST and trigger the flow.



## Create and send a test message

Use your favorite tool for testing API connections (e.g. Postman) and set up the following:

- Choose a POST method and paste in your ServiceNow instance URL followed by the path you noted in the REST step of the flow.

POST
▼

- Set it to Basic Authentication, using the User ID and Password you set up earlier.

**Auth Type**

Basic Auth

The authorization header will be automatically generated when you send the request.

Learn more about [Basic Auth](#) authorization.

Username

Password

(eye) (lock)

- Add the following header key-value pairs:

The screenshot shows the 'Headers' tab selected in the top navigation bar, with a count of 13 headers listed. Below the header are two rows of checked checkboxes for 'Content-Type' and 'Accept', both set to 'application/json'. A table below lists 'Key' and 'Value' columns.

Key	Value	Desc...	...	Bulk Edit	Presets
Content-Type	application/json				
Accept	application/json				
Key	Value	Description			

- Include the JSON body from your System of Insight. The JSON below is from our aquarium example:

```
{
    "ammonia_ppm": 0.25,
    "event_timestamp": "2025-03-18T22:24:57.206020Z",
    "location": {
        "city": "Springfield",
        "state": "IL",
        "zip_code": "62704"
    },
    "nitrate_no3_ppm": 30.0,
    "nitrite_no2_ppm": 0.1,
    "ph_level": 7.8,
    "salinity_ppm": 35.0,
    "store_id": "store-789",
    "tank_id": "aquarium-101",
    "temperature": 56.2,
    "ticket_description": "***Support Ticket Problem Description:***/nUrgent: Saltwater aquarium exhibiting concerning water parameter imbalances. Current readings: pH 7.8 (low), Ammonia 0.25 ppm (elevated), Nitrite 0.1 ppm (elevated), Nitrate 30 ppm (slightly elevated), Temperature 77°F (optimal), Salinity 35 ppt (optimal). These readings indicate a potential disruption in the nitrogen cycle, posing a threat to aquatic life."
}
```

- Send your test message. You should receive **202 Accepted** and a result including the **executionId** of the flow that was triggered.

Body 202 Accepted • 1.19 s • 1.29 KB • |  Save Response

{ } JSON |

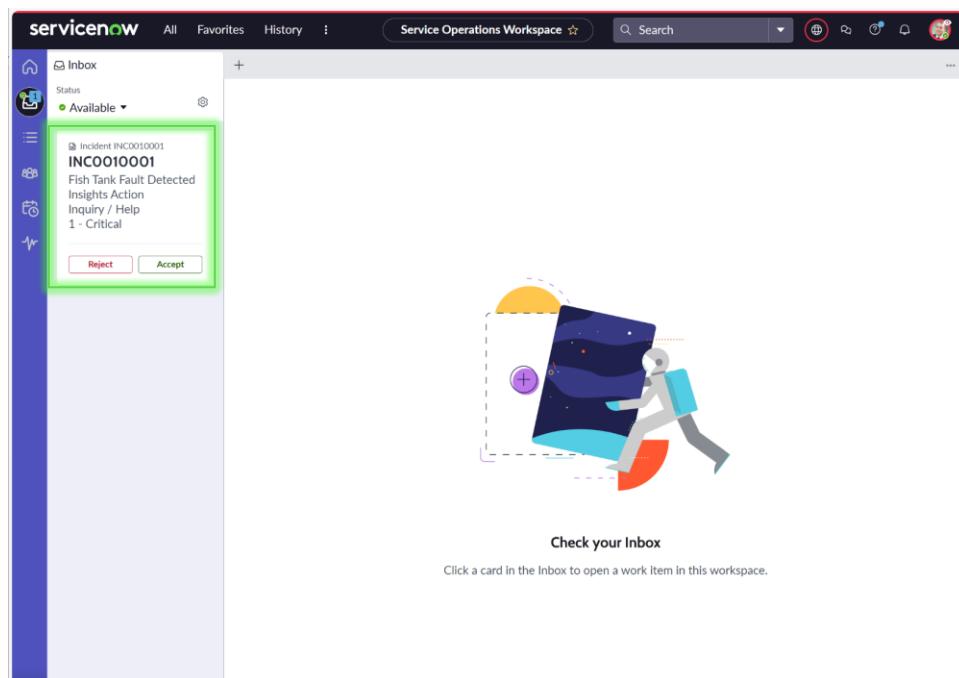
```

1  {
2    "result": {
3      "executionId": "QW30DnHLwgmfALJbWfXRT6gsNGDpSq9R"
4    }
5  }

```

## Confirm a successful test in ServiceNow

- An incident should appear in David's inbox like the one below. Click on the **Accept** button.



- After accepting the incident, the incident record will open in the window to the right. You can collapse the inbox by clicking on the inbox icon.

- All the information from the test should appear as you see below. You can enter notes in the Work Notes field and also click on the Resolve button to show the incident is resolved.

**Congratulations! You've just created Insights to Action!**